maintenance & service guide

Presario 1200XL Series

Modelo XL300, XL300B y XL300A

Antes de Begin | Producto Descripción | Especificaciones

PIN Asignaciones | Batería Operaciones de | Solución de problema

Eliminación Secuencia | Partes Catálogo | Índice de MSG

Bienvenido al mantenimiento

Bienvenido al mantenimiento y Guía de servicio (MSG) para Compaq Presario 1200XL Series Portátiles portátiles. Esta guía en línea está diseñada para atender las necesidades de técnicos cuyo trabajo es reparar productos de Compaq.

Información de copyright y marca registrada, consulte la sección de aviso de este MSG. Para localizar número de serie de su unidad, consulte la convenciones de símbolo, o para ver las notas del técnico, consulte la Prefacio. Este MSG es actualizada en línea según sea necesario.

Para comentarios o preguntas sobre el contenido de este mensaje, póngase en contacto con Compaq.

Para informar de un problema técnico, comuníquese con el centro de Soporte Regional o centro de ayuda de IM.

Para obtener ayuda sobre cómo explorar en esta guía, consulte uso de esta guía.

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Cómo utilizar esta guía

Para utilizar a esta guía, consulte la lista de marcadores en la izquierda de la pantalla. Estos marcadores le ayudan a desplazarse por el documento rápida y fácilmente. Son accesibles desde cualquier lugar en el mantenimiento y servicio de guía (MSG).

Ver un capítulo

Haga clic en uno de los marcadores o uno de las burbujas colores en la página de bienvenida para ver un capítulo de este MSG.

Expansión

Haga clic en el + para expandir o mostrar el contenido de una sección o – para ocultar el contenido.

Otro capítulo de apertura

Volver a la página de bienvenida, haga clic en el marcador, 1200 serie mantenimiento y Guía de servicios y, a continuación, haga clic en el marcador o burbuja codificados por colores para otro capítulo.

Imprimir el MSG

Portable copias de este MSG, puede imprimir páginas sueltas, varias páginas o todo el Guía. En el lector de Acrobat, haga clic en archivo y luego imprimir.. para opciones de impresión.

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Antes de comenzar

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Guía de servicios y mantenimiento

Compaq Presario 1200 serie portátil

Primera edición (julio de 2000) Compaq Computer Corporation

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Prefacio

Esta guía de servicios y mantenimiento es una guía de solución de problemas que se utiliza como referencia Guía al servicio de los portátiles de la serie de Compaq Presario 1200.

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Å Advertencia: En esta forma el texto indica que no se siga las instrucciones en la advertencia podría ocasionar lesiones o pérdida de la vida.

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Importante: Conjunto de texto fuera de esta manera preseats aclarando información o específicos instrucciones.

Nota: Texto en este modo presenta comentario, sidelights o interesante puntos de información.

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Número de serie

Cuando solicita información o pedidos de piezas de repuesto, debe proporcionar el Bloc de notas número de serie de Compaq. La ubicación del número de serie está debajo del portátil.

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Localizar información adicional

La siguiente documentación está disponible para este producto:

- Conjunto de documentación de serie portátil Compaq Presario 1200XL
  - Introducción a la Guía de Windows 98
  - Introducción la Guía de Windows 2000
  - Guías de formación de servicio
  - Boletines y avisos de servicio Compaq
  - Compaq QuickFind
  - Guía de referencia rápida de servicio Compaq

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Presario 1200XL Series
Modelos: XL300, XL300A y XL300B

Descripción del producto

Modelos y funciones

Modelos de computadora Compaq Presario 1200 serie portátil portátil			
Característica	XL300	XL300A	XL300B
Visualización	12.1 en HPA	12.1 en HPA	12.1 en HPA
Procesador	Cel\/566 (128) FCPGA	Cel\/566(128) FCPGA	Cel\/566(128) FCPGA
Unidad de disco duro	5.0 GB	5.0 GB	5.0 GB
CD o DVD Unidad	24 X CD-ROM	24 X CD-ROM	24 X CD-ROM
Disquete Unidad	1,44 Disquete de STD	disquete 1.44 STD	1,44 Disquete de STD
Módem	Mini PCI de 56 K d\/f 1, oso *	Mini PCI de 56 K d\/f 1, oso *	56 K Mini PCI d\/f 2, Seminole *
Redes	Ninguno	Ninguno	Ninguno
Batería	3.8 NiMH	3.8 NiMH	3.8 NiMH
Sistema Memoria	32 MB	32 MB	64 MB

* Módem leyenda
1) 56 K Mini PCI d\/f 1 = oso\/Grizzly módem\/NIC Combo = NA, CKK, LA
2) 56 K Mini PCI d\/f 2 = Seminole = EMEA\/APD
3) Mini de 56 K PCI d\/f 3 = Seminole 2 = todos AUS\/NZ

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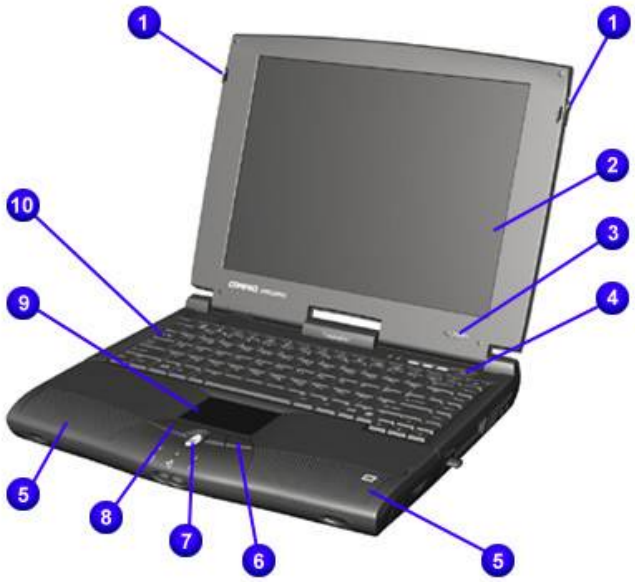
Presario 1200XL Series
Modelos: XL300, XL300A y XL300B

Frente de unidad



Descripción			
1	Mostrar versión Latch	6	TouchPad botón derecho
2	Visualización	7	Botón de desplazamiento
3	Número de modelo	8	Botón izquierdo del TouchPad
4	Botón de encendido (encendid	9	TouchPad
5	Altavoces	-	Teclado

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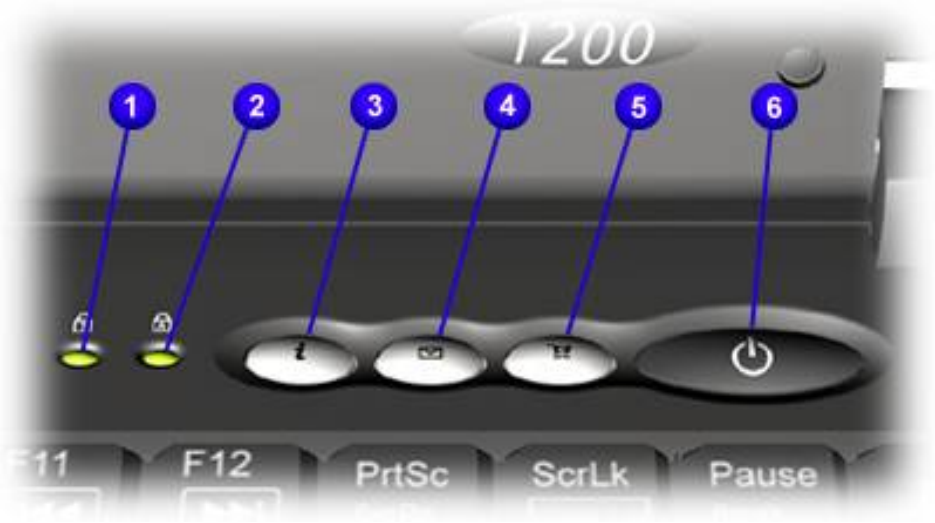
Presario 1200XL Series
Modelos: XL300, XL300A y XL300B

Luces y botones de zona de Internet



	Descripción		
1	Luz de la tecla Bloq Num	4	Botón de acceso de correo electrónico instantáneo
2	Luz de bloqueo de mayúsculas	5	Botón Central minorista
3	Botón de acceso a Internet instantáneo	6	Botón de encendido

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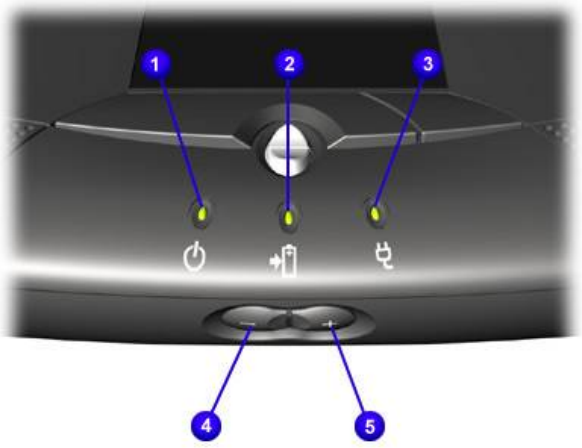
Presario 1200XL Series
Modelos: XL300, XL300A y XL300B

Delantera componentes de bisel



Descripción			
1	Luz de encendido (encendido\/apagado)	4	Volumen botón pulsado
2	Luz de carga de batería	5	Volumen botón subir
3	Luz de alimentación de CA		

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Presario 1200XL Series
Modelos: XL300, XL300A y XL300B

Componentes del lado del derecho

	Descripción
1	Compartimiento de la batería
2	Botón de expulsión de la tarjeta de PC
3	Ranura de tarjeta PC
4	Conector de micrófono
5	Conector de auriculares

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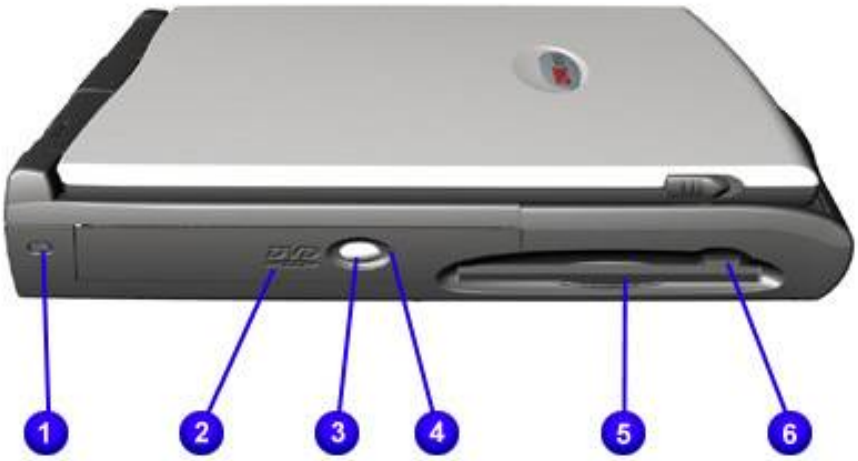
Presario 1200XL Series

Modelos: XL300, XL300A y XL300B

Componentes de izquierda



Descripción			
1	Ranura de seguridad	4	Orificio de extracción de CD o DVD Manual
2	Reproductor de DVD o CD	5	Unidad de disquete
3	Botón de extracción de CD\/DVD	6	Botón de expulsión de la unidad de disquete

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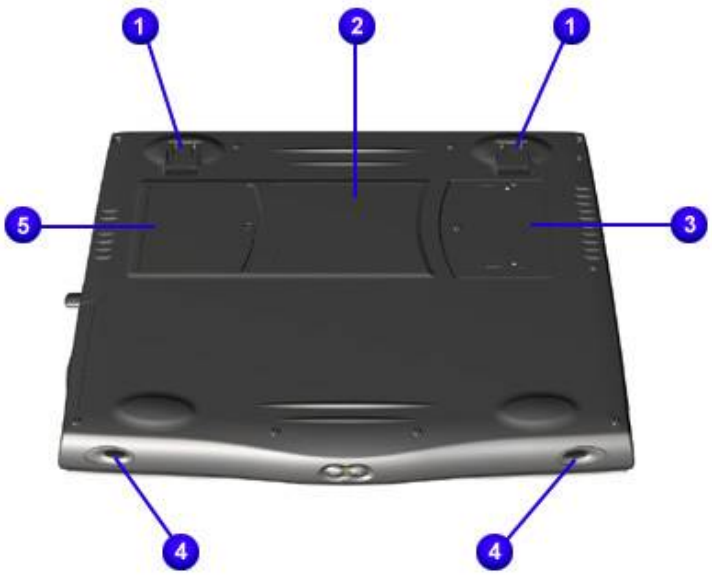
Debajo de la unidad



Descripción			
1	Pies de soporte	4	Puertos de altavoz
2	Serie y número de modelo Ubicación	5	Compartimiento de módem
3	Compartimiento de memoria		

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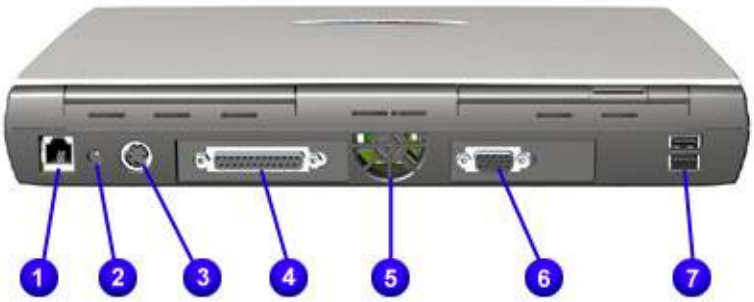
Presario 1200XL Series
Modelos: XL300, XL300A y XL300B

Conectores traseros



Descripción			
1	Módem	5	De ventilación
2	Alimentación de CA	6	VGA Monitor externo
3	Puerto de teclado\/ratón	7	Puertos USB
4	Puerto de impresora\/paralelo		

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Especificaciones

Físicos y ambientales

Especificaciones de equipo		
Dimensiones	ESTADOS UNIDOS	Métrica
Altura	1.71 en.	43.43 cm
Ancho	10,08 en.	30.90 cm
Profundidad	12,20 en.	256.03 cm
Peso		
con HPA pantalla de 12,1 \"	7.23 lbs	3,28 kg (CD-ROM\/Ni-MH)
con pantalla TFT de 12,1 \"	7.32 lbs	3.32 kg (DVD\/Ni-MH)
con 13.0 \"Mostrar HPA	7.36 lbs	3,34 kg (CD-ROM\/Ni-MH)
con 13.0 \"Mostrar HPA	6.97 lbs	3,34 kg (CD-ROM\/ion-litio)
con pantalla TFT de 13,3 \"		3.26 kg (DVD\/ion-litio)
Independiente poder (batería) Requisitos	AHr Li-ion 3.2	
Nominal de funcionamiento	W @ 14,8 v	
Máximo promedio	W @ 14,8 v	
Pico de funcionamiento	W @ 14,8 v	
Requisitos de alimentación de CA		
Voltaje de funcionamiento	100 a 240 V	
Corriente de funcionamiento	Max 1.3a\/0.8a RMS 1,5. (60 W)	
Frecuencia de funcionamiento	47 a 63 Hz	
Transitorio máximo	Cumple IEC1000-4-4 y IEC1000-4-5 1 kV de 50 ns	
Temperatura		
Operativo	50 ° a 95 ° F	10 ° a 35 ° C
No operativa	-4 ° a 140 ° F	-20 ° a 60 ° C
Humedad relativa (sin condensación)		
Operativo	10 a 90 %	
Inactivo (tw = 38,7 ° C máx.)	5 a 95 %	

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Especificaciones de equipo		
Dimensiones	ESTADOS UNIDOS	Métrica
Altitud		
Operativo	0 a 10.000 pies	0 a 3.15 km
No operativo	0 a 30.000 pies	0 a 9,14 km
Choque		
Operativo	10 G, 11 ms, medio seno	
No operativa	240 G, 2 ms, medio seno	
Vibración		
Operativo	0,5 g	
No operativa	1,5 g	

Interrupciones del sistema

IRQ	Dispositivo (s)
0	Temporizador del sistema
1	Estándar de 101\/102 teclas o Microsoft Natural Keyboard
2	Controlador de interrupciones programable
6	Controlador de disquete estándar
7	Puerto de impresora
8	Sistema CMOS\/Real tiempo reloj
10	SCI IRQ usado por Bus ACPI
11	Titular de ACPI IRQ para PCI IRQ de dirección
11	VÍA Tech 3038 PCI para la controladora de Host Universal USB
11	Enumerador de módem PCI de Compaq
11	Dispositivo CardBus Texas Instruments PCI-1410
11	Trident CyberBlade i1 AGP (51)
11	A través del controlador de Audio AC 97
12	TouchPad de Synaptics PS\/2
13	Procesador de datos numéricos
14	A través del controlador de Bus Master PCI IDE

IRQ	Dispositivo (s)
14	Controlador principal de IDE (FIFO doble)
15	A través del controlador de Bus Master PCI IDE
15	Controlador secundario de IDE (FIFO doble)

Sistema DMA

DMA	Dispositivo (s)
2	Controlador de disquete estándar
4	Directo de controlador de acceso a memoria

Dirección de E\/s del sistema

Dirección de E\/s	Función del sistema (configuración de envío)
0000h-000Fh	Directo de controlador de acceso a memoria
0020h-0021h	Controlador de interrupciones programable
0040h-0043h	Temporizador del sistema
0060h-0060h	Estándar de 101\/102 teclas o Microsoft Natural Keyboard
0061h-0061h	Altavoz del sistema
0062h-0062h	Controlador integrado de ACPI
0064h-0064h	Estándar de 101\/102 teclas o Microsoft Natural Keyboard
0066h-0066h	Controlador integrado de ACPI
0070h-0075h	Sistema CMOS\/Real tiempo reloj
0080h-0080h	Recursos de motherboard
0081h-008Fh	Directo de controlador de acceso a memoria
0092h-0092h	Recursos de motherboard
00A0h-00A1h	Controlador de interrupciones programable
00A8h-00A9h	Recursos de motherboard
00C0h-00DFh	Directo de controlador de acceso a memoria
00F0h-00FFh	Procesador de datos numéricos
0170h-0177h	Controlador secundario de IDE (FIFO doble)

Dirección de E\/s	Función del sistema (configuración de envío)
0170h-0177h	A través del controlador de Bus Master PCI IDE
01F0h-01F7h	Controlador principal de IDE (FIFO doble)
01F0h-01F7h	A través del controlador de Bus Master PCI IDE
0220h-022Fh	Recursos de motherboard
0376h-0376h	Controlador secundario de IDE (FIFO doble)
0376h-0376h	A través del controlador de Bus Master PCI IDE
0378h-037Fh	Puerto de impresora (LPT1)
0388h-038Bh	Recursos de motherboard
03B0h-03BBh	Trident CyberBlade i1 AGP (77)
03C0h-03DFh	Trident CyberBlade i1 AGP (77)
03F0h-03F5h	Controlador de disquete estándar
03F6h-03F6h	Controlador principal de IDE (FIFO doble)
03F6h-03F6h	A través del controlador de Bus Master PCI IDE
03F7h-03F7h	Controlador de disquete estándar
04D0h-04D1h	Recursos de motherboard
0CF8h-0CFFh	Bus PCI
1000h-10FFh	A través del controlador de Audio AC 97 (WDM)
1400h-141Fh	VÍA Tech 3038 PCI para la controladora de Host Universal USB
1420h-1427h	Controlador principal de IDE (FIFO doble)
1420h-142Fh	A través del controlador de Bus Master PCI IDE
1428h-142Fh	Controlador secundario de IDE (FIFO doble)
1430h-1433h	A través del controlador de Audio AC 97 (WDM)
1434h-1437h	A través del controlador de Audio AC 97 (WDM)
1438h-143Fh	Enumerador de módem PCI de Compaq
6800h-687Fh	Recursos de motherboard
8000h-808Fh	Recursos de motherboard
9050h-9051h	Recursos de motherboard

Catálogo de memoria de sistema

Dirección de memoria	Dispositivo (s)
00000000h-0009FFFFh	Sistema Junta extensión para BIOS ACPI
000A0000h-000AFFFFh	Trident CyberBlade i1 AGP (77)
000B0000h-000BFFFFh	Trident CyberBlade i1 AGP (77)
000C0000h-000CBFFFh	Trident CyberBlade i1 AGP (77)
000DC000h-000DFFFFh	Sistema Junta extensión para BIOS ACPI
000E0000h-000FFFFFh	Sistema Junta extensión para BIOS ACPI
03800000h-03800FFFh	Dispositivo CardBus Texas Instruments PCI-1410
F4000000h-F400FFFFh	Enumerador de módem PCI de Compaq
F4100000h-F411FFFFh	Trident CyberBlade i1 AGP (77)
F4100000h-F57FFFFFh	VIA Tech 8601 CPU a controlador AGP
F4120000h-F412FFFFh	Trident CyberBlade i1 AGP (77)
F4800000h-F4FFFFFFh	Trident CyberBlade i1 AGP (77)
F5000000h-F57FFFFFh	Trident CyberBlade i1 AGP (77)
F8000000h-FBFFFFFFh	A través de la tecnología VT8601 de CPU a PCI Bridge
FFFE0000h-FFFFFFFFh	Sistema Junta extensión para BIOS ACPI

Visualización de la información

12.1 en. Panel de visualización HPA		
	ESTADOS UNIDOS	Métrica
Dimensiones Altura Ancho	 7.97 en. 10.82 en.	 20.25 cm 27,5 cm
Dimensiones de la pantalla Altura Ancho	 9.73 en. 12.36 en.	 24.715 cm 31,4 cm
Peso	2,3 kg	1.045 kg
Relación de contraste	40	
Brillo	100 nits	
Potencia total Consumo	1.2 a 1.5 w typ (actual contraluz asumiendo de mA 5.0, o luminancia 100 nits)	
Tiempo de respuesta	150 ms	
Velocidad de actualización	150 Hz	

12.1 en. Pantalla TFT		
	ESTADOS UNIDOS	Métrica
Dimensiones Altura Ancho	 7,83 en. 10.82 en.	 19.9 cm 27,5 cm
Dimensiones de la pantalla Altura Ancho	 9.73 en. 12.36 en.	 24.715 cm 31,4 cm
Peso	2.425 lbs	1.1 kg
Relación de contraste	100:1	
Brillo	100 nits	
Potencia total Consumo	1.2 a 1.5 w typ (actual contraluz asumiendo de mA 5.0, o luminancia 100 nits)	
Tiempo de respuesta	50 ms	
Velocidad de actualización	60 Hz	

Mostrar información (continuada)

13.0 en. Panel de visualización HPA		
	ESTADOS UNIDOS	Métrica
Dimensiones Altura Ancho	 8.58 en. 11.61 en.	 21,8 cm 29.5 cm
Dimensiones de la pantalla Altura Ancho	 9.73 en. 12.36 en.	 24.715 cm 31,4 cm
Peso	2.425 lbs	1.1 kg
Relación de contraste	50:1	
Brillo	100 nits	
Potencia total Consumo	1.3 a 2.1 w typ (actual contraluz asumiendo de mA 5.0, o luminancia 100 nits)	
Tiempo de respuesta	150 ms	
Velocidad de actualización	150 Hz	

13.3 en. Pantalla TFT		
	ESTADOS UNIDOS	Métrica
Dimensiones Altura Ancho	 7.89 en. 10.82 en.	 21,5 cm 28,4 cm
Dimensiones de la pantalla Altura Ancho	 9.73 en. 12.36 en.	 24.715 cm 31,4 cm
Peso	2,3 kg	1.045 kg
Relación de contraste	150:1	
Brillo	100 nits	
Potencia total Consumo	1.2 a 1.5 w typ (actual contraluz asumiendo de mA 5.0, o luminancia 100 nits)	
Tiempo de respuesta	50 ms	
Velocidad de actualización	150 Hz	

Expansión de memoria

Expansión de memoria		
Sistema Memoria	Expansión Junta Memoria	Total Memoria
32 MB	ninguno	32 MB
32 MB	32 MB	64 MB
32 MB	64 MB	96 MB
32 MB	128 MB	160 MB
32 MB	256 MB	288 MB
64 MB	none	64 MB
64 MB	32 MB	96 MB
64 MB	64 MB	128 MB
64 MB	128 MB	193 MB
64 MB	256 MB	320 MB

Diskette Drive

Diskette Drive	
Capacity per Diskette (High/Low)	1.44 MB/720KB
Diskette Size	3.5 in.
Number of LED Indicators (Read/Write)	0
Number of Drives Supported	1
Drive Rotation (rpm)	300
Transfer Rate (KBps)	500
Bytes per Sector	512
Sectors per Track (High/Low)	18/9
Tracks per Side (High/Low)	80
Access Times	
Track-to-Track (ms)	3
Average (ms)	94
Setting Time (ms)	15
Latency Average (ms)	100
Cylinders (High/Low)	80
Number of Read/Write Heads	2

Hard Drive

Hard Drives		
Drive Type	6.0GB	12.0GB
Capacity Per Drive	6.0 GB	12.0 GB
Logical Configuration		
Cylinders	8647	11968
Heads	4	6
Sectors per Track	190/330	190/330
Bytes per Sector	512	512
Seek Times		
Typical (including settling in ms)	4	4
Single Track	14	14
Full Stroke	24	24
Transfer Rate at Interface	33.3 MB/s	33.3 MB/s

CD or DVD Drive

CD or DVD Drive		
	8X DVD	24X CD-ROM
Dimensions	128 x 129 x 12.7 mm	128 x 129 x 12.7 mm
Weight	0.29 kg	0.19 kg
Rotational Speed - Approx.	2300 rpm	4225 rpm
Typical Transfer Rate Sustained Data-Transfer Rate	5400 KB/s	3600 KB/s
Access Time Average Random Access Time	140 ms	120 ms
Spin Up Time	3.8 s	2.7 s
Data Buffer Capacity	128 KB	128 KB

Battery Pack

Battery Pack	
Type	Lithium Ion (Li-ion)
Dimensions Height Length Width	 0.8 in. (20.3 mm) 5.7 in. (145 mm) 3.1 in. (78.7 mm)
Weight	0.90 lbs (408.2 g)
Operating Lifetime	2 hr 30 min
Energy Nominal Open Circuit Voltage Capacity Power	 14.4 V 3000 mAH 43.2 WH
Temperature Requirements Operating Non-Operating Charging	 32°F (0 to 50°C) -20°C to 60°C 5°C to 45°C

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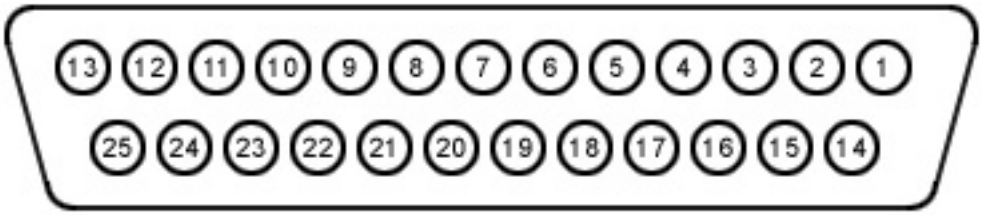
Presario 1200XL Series
Model XL300, XL300A, and XL300B

Pin Assignments

This appendix provides connector pin assignment tables for Compaq Presario 1200XL Series Portable Notebook. For more information about connectors, refer to the section on Rear Connectors.

Note: In all the following tables of this appendix, the signals are considered active high unless otherwise indicated by an asterisk (*).

Parallel Connector



Pin Assignments			
Pin	Signal	Pin	Signal
1	Strobe* 10		Acknowledge*
2	Data Bit 0	11	Busy
3	Data Bit 1	12	Paper Out
4	Data Bit 2	13	Select
5	Data Bit 3	14	Auto Linefeed*
6	Data Bit 4	15	Error*
7	Data Bit 5	16	Initialize Printer*
8	Data Bit 6	17	Select In*
9	Data Bit 7	18-25	Signal Ground

* = Active low

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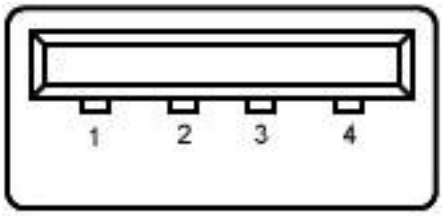
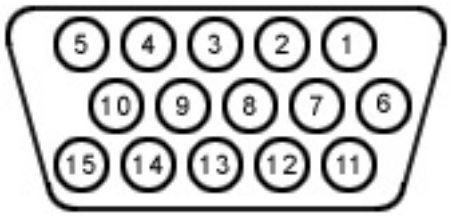
Universal Serial Bus (USB) Connectors



Pin Assignments			
Pin	Signal	Pin	Signal
1+5 V		3	Data -
2	Data +	4	Ground

External VGA Monitor Connector



Pin Assignments			
Pin	Signal	Pin	Signal
1Red Analog		9+5 V	
2	Green Analog	10	Ground
3	Blue Analog	11	Monitor Detect
4	Not connected	12	DDC2B Data
5	Ground	13	Horizontal Sync
6	Ground Analog	14	Vertical Sync
7	Ground Analog	15	DDC2B Clock
8	Ground Analog		

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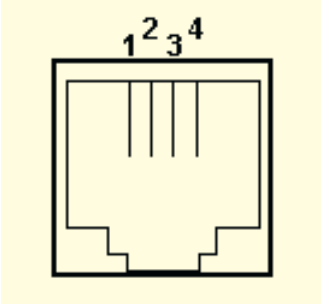
Modem Connector



Pin Assignments	
Pin	Signal
1Unused	
2	Tip
3Ring	
4	Unused

Keyboard/Mouse Connector

Pin Assignments			
Pin	Signal	Pin	Signal
1	Data 1	4	+5 V
2	Data 2	5	Clock 1
3	Ground	6	Clock 2

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Battery Operations

This section covers the following topics regarding battery pack operating time:

- Increasing Battery Pack Operating Time
- Conditioning a Battery Pack
- Disposing of a Used Battery Pack

Increasing Battery Pack Operating Time

Battery pack operating time varies depending on several factors. To avoid unnecessary replacement, consider the following variables when determining how long a charged battery pack should last:

- Power management settings
- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Changes in operating temperature
- Type and number of installed PC cards

Note: The power consumption requirements for PC cards vary widely. Some cards drain the battery pack very rapidly.

Battery pack operating time can be increased by as much as 50 percent by controlling the energy required by the computer and the energy stored in the battery pack.

Minimizing the Energy Required

To minimize the energy required by the computer, follow these steps:

- Set the power conservation levels in the Power Management utility to Maximum.
- Customize the timeout value to work more efficiently with the applications. The amount of battery life depends on the values selected.

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Maximizing the Energy Stored

To maximize the energy stored in the battery pack, follow these guidelines:

- Condition the battery pack at least every 30 days to improve overall battery performance.
- Keep a battery pack in the Notebook when using it with AC power to supply the battery pack with a constant trickle charge.
- Store the battery pack in a cool, dry place when not in use.

Conditioning a Battery Pack

Ä CAUTION: To avoid loss of data, ensure that all data is saved before discharging a battery pack.

To condition a battery pack, complete the following steps:

1. Plug in the AC adapter and allow the battery to charge until the fast charge arrow on the display disappears. Your battery gauge may read 100 percent for a period of time before the arrow disappears. Do not unplug the AC adapter until the arrow is gone.
2. Unplug the AC adapter and allow the battery to drain until the Notebook reaches hibernation and turns itself off.

   Ä CAUTION: Do not unplug the AC adapter during this process or you will need to start the process over again with Step 1. You may use the Notebook while the battery is draining.

3. The battery is re-conditioned.
4. Plug in the AC adapter and begin using the Notebook.

The table below shows battery pack charge times by model.

Battery Charge Time		
Computer	On Line	Off Line
Li—Ion Battery Pack	4.5 hours premature termination	2:50 hours
NiMH Battery Pack	TBD	TBD

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Disposing of a Used Battery Pack

In the interests of safeguarding our environment, Compaq Computer Corporation recommends that nickel metal hydride (NiMH) and lithium ion (Li-Ion) battery packs be recycled. Battery packs should be handled in accordance with country, state, province, or local regulations.

Ä CAUTION: Never attempt to open or service a battery pack. Opening a battery pack not only damages the pack and makes it unusable, but also exposes potentially harmful battery components.

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Power Management

The following power management features are available for conserving AC power and extending battery operating time:

- Power Management Settings
- Low-Power Modes
- Battery Operating Life
- Servicing the Notebook - Full Off Mode
- Rebooting After a Lockup
- Recovering From a Loss of Electrical Power

Power Management Settings

Differing patterns of Notebook use determine the level of power management needed. These power management levels can be initiated based on the amount of time passed since the last system activity. System activity examples include keyboard strokes or mouse movement, DVD/CD playback (while under program control that monitors Standby), and modem use.

Power Schemes

You may select different settings or Power Schemes through Power Management from the Control Panel. The default Power Schemes are Home/Office Desk, Portable/ Laptop, and Always On. The settings can be customized by changing the following options:

- System Standby: length of inactivity before the Notebook goes into Standby mode
- Turn Off Monitor: length of inactivity before the screen times out and goes blank
- Turn Off Hard Disks: length of inactivity before the hard drive goes into low power mode

Important: The setting for the Hard Disk must be less than or equal to the setting for the system. If the Notebook is on a network, Compaq recommends that System Standby be set to Never.

The following table shows the default settings for each Power Scheme.

Power Schemes		
Always on	AC Power	Battery Power
System Standby	Never	5 minutes
Turn OFF Monitor	15 minutes	2 minutes
Turn OFF Hard Disks	1 hour	3 minutes
Portable/Laptop	AC Power	Battery Power
System Standby	Never	15 minutes
Turn OFF Monitor	3 hours	Never
Turn OFF Hard Disks	15 minutes	10 minutes
Home/Office Desk	AC Power	Battery Power
System Standby	20 minutes	1 minute
Turn OFF Monitor	15 minutes	2 minutes
Turn OFF Hard Disks	30 minutes	10 minutes

Alarms

The Notebook can be set to Alarm when the battery power level is reduced or when it reaches a critical low level. The Notebook can also be set automatically to enter a low-power mode when the battery reaches a specific power level.

Ä CAUTION: The settings on the Alarms tab is preset for the Notebook to run at its best. Changing any of these settings could cause the Notebook to function improperly. It is recommended that these settings be left at their default values.

Alarms		
Alarm	Default	Alarm Action
Low Battery	10%	Notification: Text Power Mode: No Action
Critical Battery	0%	Notification: No Action Power Mode: Hibernation

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SpeedStep Technology Modes

SpeedStep Technology features several speed options for processor response to low-power conditions. These include the following settings:

- Maximum Performance: always at high speed
- Battery Optimized: always at low speed
- Reversed: opposite recommended
- Recommended: performance on AC, Battery Optimized on Battery
- Disabled: no run time support, high speed

SpeedStep options can be accessed in three ways:

- Access F10 Setup during startup and select the Advanced screen.
- Click Start>Settings>Control Panel>Power Options>Intel(R) SpeedStep (TM) technology tab.
- Double-click the Flag icon on the Windows taskbar to open the Intel(R) SpeedStep (TM) technology dialog box.

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Low-Power Modes

Compaq Presario 1200 Series Notebook Computers have two levels of low-power management: Hibernation and Standby.

Hibernation

Hibernation helps conserve battery life and protect data. Your Notebook automatically enters Hibernation mode when the battery has little power left or when the Notebook (operating on battery power) is in Standby mode for more than one hour. As the Notebook enters Hibernation, it automatically stores the contents of the Notebook memory to the hard drive before it shuts down. When the Notebook comes out of Hibernation, it returns to its former state.

Activate Hibernation mode by pressing the Power button once.

To restart the Notebook, press the Power button once. When the Notebook enters or wakes from Hibernation mode, a Progress window is displayed on the screen.

Standby

Standby mode is a low-power mode, also referred to as Sleep mode. Selecting Standby mode instead of turning off the Notebook when finished has two advantages: 1. It allows the Notebook to wake up faster than turning it completely off; 2. It saves more power than the active (On) mode.

Activate Sleep mode by pressing Fn+F4. Or click Start, select the Shut Down option, and click Standby.

Ä CAUTION: The Notebook maintains system information and open files while in Standby mode. However, unsaved information is lost if the Notebook is turned off prior to system wake-up, or if a power loss occurs while using the AC adapter.

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The following table shows the conditions and indicators for entering and exiting the various power management modes, Standby, Hibernation, and Off.

Power Management Modes			
Standby	Activation	Deactivation	Indicators
Manual	Press Fn+F4 key combination or click the Start button on the Windows taskbar, then point to Shutdown and click Standby.	Press any key.	Flashing Power light
Time-Out Default	15 minutes if using battery power. Notebook will not automatically enter Standby mode if using AC Power.		
Hibernate	Activation	Deactivation	Indicators
Manual	Press Power button once.	Press Power button once.	Power light is off, screen is blank
Time-Out Default	When battery is low or after 1 hour of Standby. Notebook will not automatically enter Hibernation mode if using AC Power.	Press Power button once.	Power light is off, screen is blank

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Power Management Modes			
Off	Activation	Deactivation	Indicators
Standard	Perform normal Windows shutdown using the Start button on the Windows taskbar.	Press Power button once.	Power light is off, screen is blank.
Manual	Press and hold down the Power button for 4 seconds.		

Important: The manual shutdown mode is not recommended unless the standard shutdown mode does not work.

Battery Operating Life

Battery operating life is affected by variables such as:

- Power conservation settings
- Hardware configuration
- Software applications Installed options
- Display brightness
- Hard drive usage
- Changes in operating temperature
- Type and number of installed PC Cards

For more information on increasing battery-pack operating time, conditioning the battery pack, and disposing of a used battery pack, refer to the Battery Pack Operations section in this Maintenance and Service Guide.

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Servicing the Notebook - Full Off Mode

The Notebook must be turned off completely when installing or replacing components in the system. Follow the instructions for putting the Notebook into Off mode properly, unplugging it from the outlet, and removing the battery (see Battery Pack Removal Sequence).

Rebooting After a Lockup

To reboot the Notebook (from a cold start) when the keyboard is frozen or the screen is locked, press and hold down the Power button for at least four seconds; this causes a manual shutdown. Then, restart your Notebook with a single press of the Power button.

If the Notebook still does not recover, press the Power button and hold for four seconds to shut it down, then remove the battery or unplug the AC power for at least 30 seconds. Reinsert the battery or reconnect AC power and press the Power button once to reboot.

Recovering From a Loss of Electrical Power

Loss of electrical power causes the Notebook to turn off automatically. This may cause loss of data because the Microsoft Windows operating system is not able to close all files and programs properly.

Loss of power may be caused by one of the following:

- Electrical power service is interrupted.
- The power cord is accidentally disconnected.

If power surges or sags, the display and status lights may flicker, and the Notebook may automatically restart. If an improper shutdown occurs, ScanDisk, a Microsoft Windows utility program, runs automatically once power is restored. ScanDisk determines if the improper shutdown caused any errors on the hard disk. These errors may occur if the Microsoft Windows operating system is not able to close all files properly before the shutdown. If no errors are found, the restart process continues. If ScanDisk does detect errors, follow the instructions on the screen to continue the restart process. Work that was not saved before the loss of power or shutdown may be lost.

If a power failure occurs, or the power cord disconnects while the Notebook is turned on, turn it off until normal service is restored. The next time the Notebook is turned on, ScanDisk may run to check the hard disk for errors caused by improper shutdown.

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Troubleshooting

This section provides troubleshooting information for Compaq Presario 1200XL Series Portable Notebook. The basic steps in troubleshooting are:

1. Preliminary Steps
2. The Power-On Self-Test (POST)
3. The recommended actions you can take, described in the diagnostic tables later in this section, if you are unable to run POST, or if POST displays an error message.

When following the recommended actions for on Power-On Self-Test and Diagnostic Error Codes, perform the steps in the order listed above. Rerun POST after each recommended action until the problem is solved, and if no error message occurs. Once the problem is solved, do not continue with any remaining recommended actions.

> Note: If the problem is intermittent, check your Notebook several times to ensure that the problem is solved.

Preliminary Steps

Before running Power-On Self-Test (POST), complete the following steps:

1. If a Power-on password is established, type it and press the Enter key. If you do not know the password, clear the password (See Clearing the Power-On Password).
2. Run Compaq Diagnostics.
3. Turn off the Notebook and its external devices.
4. Disconnect any external devices you do not want to test. Do not disconnect the printer if you want to test it or use it to log error messages.

   > Important: If the problem only occurs when an external device is connected to the computer, the problem may be related to the external device or its cable. Verify this by running POST both with and without the external device connected.

5. Install loopback plugs in the serial and parallel connectors if you want to test these ports.
6. Ensure that the hard drive is installed in the Notebook.

7. Ensure that the battery pack is inserted in the Notebook and that it is connected to an external AC power source.

When these preliminary steps are completed, you are ready to run POST.

Clearing the Power-On Password

Note: Clearing the Power-on password also removes all Notebook setup attributes that are programmed in the CMOS.

If you do not know the password, clear it by performing the following steps:

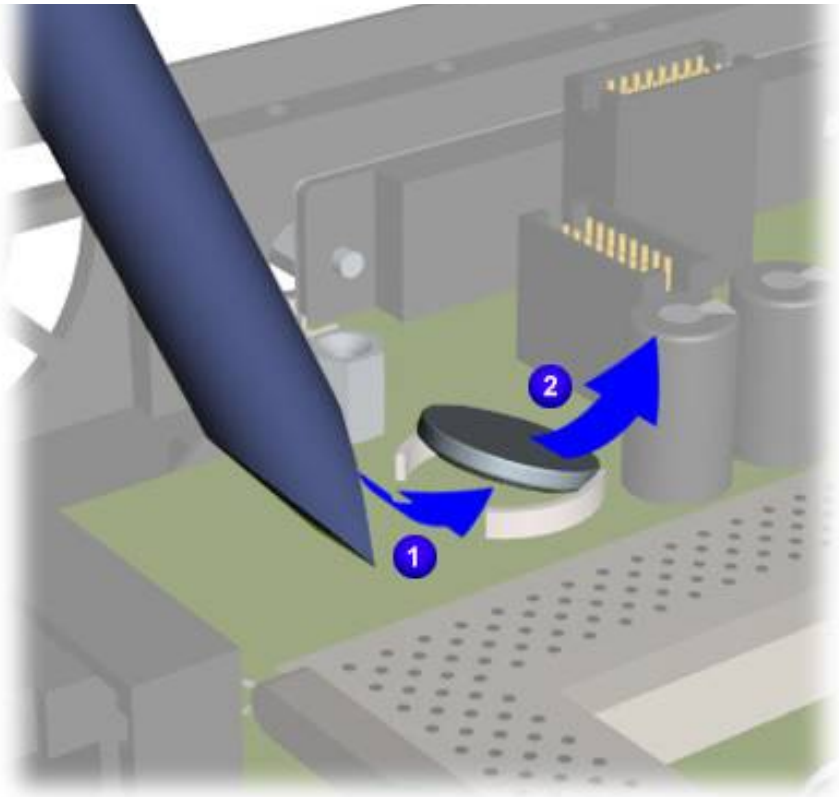
1. Turn off the computer.
2. Disconnect the power cord.
1. Remove the battery pack.
2. Remove the keyboard.
3. Remove the Palmrest Cover with TouchPad .
4. Remove the LED button bezel.

Continued on next page.

5. To clear the password, remove the RTC battery by prying it out of the socket with a non-metallic object.

Ä CAUTION: When removing the RTC battery from the system board, it is extremely important to use a non-metalic object to pry up the RTC battery to prevent damage to the system bord or the battery.

6. Allow at least 10 seconds to pass. Then replace the battery, simultaneously making contact with the two pads located at R37 on the system boarding, using a conductive piece of material such as a piece of wire or tool.



7. Reassemble the Notebook.
8. Turn on the Notebook to verify that the Power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 8.

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Power-On Self-Test (POST)

To run POST, complete these steps:

Turn off the Notebook, then turn it on again. As soon as the Compaq logo appears, press the ESC key to clear the logo and display the POST messages as they occur.

If the Notebook does not beep, POST has successfully completed its test and has detected no errors. POST then reboots from the hard drive or from a bootable diskette if one is installed in the diskette drive.

However, if POST detects errors, these are indicated by messages displayed on the screen and/or audible messages. A list of the POST error codes and what they mean is shown in the table below.

> Note: If the system is not functioning well enough to run POST, or if the display is not functioning well enough to show POST error messages, refer to the Troubleshooting Tables.

Power-On Self-Test Messages 102-System Board Failure	
Probable Cause	Recommended Action
DMA, timers, etc.	Replace the system board.

162-System Options Not Set	
Probable Cause	Recommended Action
Incorrect configuration.	Run Computer Setup.
CMOS reflects an invalid configuration setting.	Run Computer Setup.
RAM failure.	1. Replace the memory modules. 2. Replace the system board.
Memory test data error.	1. Replace the memory modules. 2. Replace the system board.
XX000YZZ RAM failure.	Replace the system board.

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XX000YZZ 201-Memory Error	
Probable Cause	Recommended Action
Keyboard failure.	1. Ensure that no keys are pressed during POST. 2. Reconnect the keyboard with the Notebook off. 3. Replace the keyboard.

301-Keyboard Error	
Probable Cause	Recommended Action
Keyboard failure.	1. Ensure that no keys are pressed during POST. 2. Reconnect the keyboard with the Notebook off. 3. Replace the keyboard.

304-Keyboard or System Unit Error	
Probable Cause	Recommended Action
Keyboard or system board error.	1. Replace the keyboard. 2. Replace the TouchPad or mouse. 3. Replace the system board.

601-Diskette Controller Error	
Probable Cause	Recommended Action
Mismatch in drive type or failure in the diskette controller.	1. Run Computer Checkup (TEST). 2. Check or replace cables. 3. Replace the system board.

605-Diskette Drive Error	
Probable Cause	Recommended Action
Mismatch in drive type.	Run Computer Setup.

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1780-Primary Hard Drive 0 Failure	
Probable Cause.	Recommended Action
Disk 0 failed to respond	1. Run Computer Checkup (TEST). 2. Replace the hard drive.
Hard drive format error.	1. Run Computer Checkup (TEST). 2. Replace the hard drive.

1782-Hard Drive Controller	
Probable Cause	Recommended Action
Hard drive controller failure.	1. Run Computer Setup. 2. Replace the hard drive.

Compaq Diagnostics

Compaq Diagnostics is installed on the hard drive of the Notebook. Run the Diagnostics utilities when you want to view or test system information, and if you have installed or connected devices. If you run Compaq Diagnostics from a diskette, ensure that the diagnostic program is version 10.11 or later.

The Diagnostics menu includes the following utilities:

- Computer Checkup (TEST)
- View System Information (INSPECT)
- Diagnostic Error Codes
- Troubleshooting without Diagnostics
- Before Replacing Parts
- Solving Minor Problems
- Solving Hard Drive Problems
- Solving Hardware Installation Problems
- Solving Keyboard/Numeric Keypad Problems
- Solving Memory Problems

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- Solving PC Card Problems
- Solving Power Problems
- Solving Printer Problems
- Solving TouchPad/Pointing Device Problems
- Contacting Compaq Support

If you have a problem you cannot solve, run the Diagnostics utilities before calling for support. Run Computer Checkup and select to save the device list to a file and print or to save the log of errors. Run the View System Information (INSPECT) utility and select to print or save that information. Have the files or the printed information available when you call for support.

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Computer Checkup (TEST)

Computer Checkup (TEST) determines whether the various computer components and devices are recognized by the system and functioning properly. You can display, print, or save the information generated by Computer Checkup.

Follow these steps to run Computer Checkup:

1. Plug the Notebook into an external power source. (A low-battery condition could interrupt the program.)
2. Turn on the external devices you want to test. Connect the printer if you want to print a log of error messages.
3. Insert the Compaq Diagnostics diskette in drive A.
4. Turn on or restart the Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.
5. Press Enter to continue. The Diagnostics menu is displayed.
6. Select Computer Checkup on the Diagnostics menu to display a Test Option menu.
7. Select View the Device List from the Test Option menu. A list of the installed Compaq devices is displayed.
8. If the list of installed devices is correct, select OK. The Test Option menu is displayed.

   Note: If the list is incorrect, ensure that any new devices are installed properly.

   Select one of the following from the Test Option menu:

   - Quick Check Diagnostics. Runs a quick, general test on each device with a minimal number of prompts. If errors occur, they are displayed when the testing is complete. You cannot print or save the error messages.
   - Automatic Diagnostics. Runs unattended, maximum testing of each device with minimal prompts. You can choose how many times to run the tests, to stop on errors, or to print or save a log of errors.
   - Prompted Diagnostics. Allows maximum control over testing the devices. You can choose attended or unattended testing, decide to stop on errors, or choose to print or save a log of errors.
9. Follow the instructions on the screen as the devices are tested. When testing is complete, the Test Option menu is displayed.
10. Exit the Test Option menu and the Diagnostics menu.

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View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the Notebook and installed or connected devices. You can display, print, or save the information.

Follow these steps to run View System Information (INSPECT) from the Compaq Diagnostics diskette:

1. Turn on the external devices you want to test. Connect the printer if you want to print the information.
2. Insert the Compaq Diagnostics diskette in drive A.
3. Turn on or restart the Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.
4. Press Enter to continue. The Diagnostics menu is displayed.
5. Select View System Information (INSPECT) from the Diagnostics menu.
6. Select the item you want to view from the following list:

System	Memory
ROM	Audio
Keyboard	Operating system
System ports	System files
System storage	Windows files
Graphics	

7. Follow the on-screen instructions to cycle through the screens, return to the list and choose another item, or print the information.

Diagnostic Error Codes

Diagnostic error codes are displayed if the system recognizes a problem while running the Compaq Diagnostics program. These error codes help to identify subassemblies with possible damage or defects.

The following tables list error codes, a description of the error condition, and the action required to resolve the error condition.

> Important: Retest the system after completing each step. If the problem is resolved, do not proceed with any remaining steps.

For the removal and replacement of a particular subassembly, see Removal and Replacement Procedures.

Select error codes by number or type:

101 through 114 (pg 11)	Processor Test
200 through 215 (pg 11)	Memory Test
300 through 304 (pg 12)	Keyboard Test
401 through 403 (pg 12)	Parallel Printer Test
501 through 516 (pg 15)	Video Test
600 through 699 (pg 13)	Diskette Drive Test
1101 (pg 13)	Serial Test
1701 through 1736 (pg 14)	Hard Drive Test
2402 through 2456 (pg 16)	Video Test
2419 through 2456 (pg 17)	Video Test
2458 through 2480 (pg 17)	Video Test
3206 (pg 18)	Audio Test
3301 through 6623 (pg 18)	DVD or CD Test
8601 through 8602 (pg 18)	TouchPad Pointing Device Test

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Processor Test Error Codes		
Error Code	Description	Recommended Action
101-xx	CPU test failed.	Replace the processor and retest.
102-xx	Coprocessor or Weitek Error.	1. Run the Configuration and Diagnostics Utilities. 2. Replace the processor board and retest.
103-xx	DMA page registers test failed.	Replace the system board and retest.
104-xx	Interrupt controller master test failed.	
105-xx	Port 61 error.	
106-xx	Keyboard controller self-test failed.	
107-xx	CMOS RAM test failed.	
108-xx	CMOS interrupt test failed.	
109-xx	CMOS clock test failed.	
110-xx	Programmable timer load data test failed.	
113-xx	Protected mode test failed.	
114-01	Speaker test failed.	1. Check system configuration. 2. Check cable connections to speaker. 3. Replace the system board and retest.

Memory Test Error Codes		
Error Code	Description	Recommended Action
200-xx	Memory machine ID test failed.	1. Flash the system ROM and retest. 2. Replace the system board and retest.
202-xx	Memory system ROM checksum failed.	
203-xx	Write/Read test failed.	1. Remove the memory module and retest. 2. Install a new memory module and retest.
204-xx	Address test failed.	

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Memory Test Error Codes		
Error Code	Description	Recommended Action
211-xx	Random pattern test failed.	
214-xx	Noise test failed.	
215-xx	Random address test failed.	

Keyboard Test Error Codes		
Error Code	Description	Recommended Action
300-xx	Failed ID Test.	1. Check the keyboard connection. If disconnected, turn off the computer and reconnect the keyboard. 2. Replace the keyboard and retest. 3. Replace the system board and retest.
301-xx	Failed Self-Test/Interface Test.	
302-xx	Failed Individual Key Test.	
304-xx	Failed Keyboard Repeat Test.	

Parallel Printer Test Error Codes		
Error Code	Description	Recommended Action
401-xx	Printer failed or not connected.	1. Connect the printer. 2. Check power to the printer. 3. Install the loopback connector and retest. 4. Check port and IRQ configuration. 5. Replace the system board and retest.
402-xx	Failed Port Test.	
403-xx	Printer pattern test failed.	

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Diskette Drive Test Error Codes		
Error Code	Description	Recommended Action
600-xx	Diskette ID drive types test failed.	1. Replace the diskette media and retest. 2. Check and/or replace the diskette power and signal cables and retest. 3. Replace the diskette and retest. 4. Replace the system board and retest.
601-xx	Diskette format failed.	
602-xx	Diskette read test failed.	
603-xx	Diskette Read-Write, read, compare test failed.	
604-xx	Diskette random read test failed.	
605-xx	Diskette ID media failed.	
606-xx	Diskette speed test failed.	
609-xx	Diskette reset controller test failed.	
610-xx	Diskette change line test.	
697-xx	Diskette type error.	
698-xx	Diskette drive speed not within limits.	
699-xx	Diskette drive/media ID error.	1. Replace media. 2. Run the Configuration and Diagnostics Utilities.

Serial Test Error Codes		
Error Code	Description	Recommended Action
1101-xx	Serial Port test failed.	1. Check port configuration. 2. Replace the system board and retest.

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Hard Drive Test Error Codes		
Error Code	Description	Recommended Action
1701-xx	Hard drive format test failed.	1. Run the Configuration and Diagnostics Utilities and verify drive type. 2. Verify that all secondary drives have secondary drive capability. 3. Replace the hard drive and retest. 4. Replace the system board and retest.
1702-xx	Hard drive read test failed.	
1703-xx	Hard drive write/read/compare test failed.	
1704-xx	Hard drive random seek test failed.	
1705-xx	Hard drive controller test failed.	
1706-xx	Hard drive ready test failed.	
1707-xx	Hard drive recalibration test failed.	
1708-xx	Hard drive format bad track test failed.	
1709-xx	Hard drive reset controller test failed.	
1710-xx	Hard drive park head test failed.	
1715-xx	Hard drive head select test failed.	
1716-xx	Hard drive conditional format test failed.	
1717-xx	Hard drive ECC* test failed.	
1719-xx	Hard drive power mode test failed.	
1724-xx	Network preparation test failed.	
1736-xx	Drive monitoring test failed.	

*ECC = Error Correction Code

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Video Test Error Codes		
Error Code	Description	Recommended Action
501-xx	Video controller test failed.	The following steps apply to error codes 501-xx through 516-xx: 1. Disconnect external monitor and test with internal LCD display. 2. Replace the display assembly and retest. 3. Replace the system board and retest.
502-xx	Video memory test failed.	
503-xx	Video attribute test failed.	
504-xx	Video character set test failed.	
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed.	
506-xx	Video 80 x 25 mode 8 x 8 character cell test failed.	
507-xx	Video 40 x 25 mode test failed.	
508-xx	Video 320 x 200 mode color set 0 test failed.	
509-xx	Video 320 x 200 mode color set 1 test failed.	
510-xx	Video 640 x 200 mode test failed.	
511-xx	Video screen memory page test failed.	
512-xx	Video gray scale test failed.	
514-xx	Video white screen test failed.	
516-xx	Video noise pattern test failed.	

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Video Test Error Codes (Continued)		
Error Code	Description	Recommended Action
2402-xx	Video memory test failed.	The following steps apply to error codes 2402-xx through 2456-xx: 1. Run the Configuration and Diagnostics Utilities. 2. Replace the display assembly and retest. 3. Replace the system board and retest.
2403-xx	Video attribute test failed.	
2404-xx	Video character set test failed.	
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed.	
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed.	
2408-xx	Video 320 x 200 mode color set 0 test failed.	
2409-xx	Video 320 x 200 mode color set 1 test failed	
2410-xx	Video 640 x 200 mode test failed.	
2411-xx	Video screen memory page test failed.	
2412-xx	Video gray scale test failed.	
2414-xx	Video white screen test failed.	
2416-xx	Video noise pattern test failed.	
2418-xx	ECG/VGC memory test failed.	

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Video Test Error Codes (Continued)		
Error Code	Description	Recommended Action
2419-xx	ECG/VGC ROM checksum test failed.	1. Run the Configuration and Diagnostics Utilities. 2. Disconnect external monitor and test with internal LCD display. 3. Replace the display assembly and retest. 4. Replace the system board and retest.
2421-xx	ECG/VGC 640 x 200 graphics mode test failed.	
2422-xx	ECG/VGC 640 x 350 16-color set test failed.	
2423-xx	ECG/VGC 640 x 350 64-color set test failed.	
2424-xx	ECG/VGC monochrome text mode test failed.	
2425-xx	ECG/VGC monochrome graphics mode test failed.	
2431-xx	640 x 480 graphics test failure	
2432-xx	320 x 200 graphics (256-color mode) test failure.	
2448-xx	Advanced VGA Controller test failed.	
2451-xx	132-column Advanced VGA test failed.	
2456-xx	Advanced VGA 256-Color test failed.	

Video Test Error Codes		
Error Code	Description	Recommended Action
2458-xx	Advanced VGA BitBLT test failed.	The following applies to error codes 2458-xx through 2480-xx: Replace the system board and retest.
2468-xx	Advanced VGA DAC test failed.	
2477-xx	Advanced VGA data path test failed.	
2478-xx	Advanced VGA BitBLT test failed.	
2480-xx	Advanced VGA LineDraw test failed.	

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Audio Test Error Codes		
Error Code	Description	Recommended Action
3206-xx	Audio System Internal Error.	Replace the system board and retest.

TouchPad/Pointing Device Interface Test Error Codes		
Error Code	Description	Recommended Action
8601-xx	Mouse test failed.	1. Replace the TouchPad and retest. 2. Replace the system board and retest.
8602-xx	Interface test failed.	

Drive Test Error Codes		
Error Code	Description	Recommended Action
3301-xx	CD or DVD drive read test failed.	1. Replace the CD or DVD and retest. 2. Verify that the speakers are connected. 3. Verify that drivers are loaded and properly installed. 4. Replace the CD or DVD drive and retest. 5. Replace the system board and retest.
3305-xx	CD or DVD drive seek test failed.	
6600-xx	ID test failed.	
6605-xx	Read test failed.	
6608-xx	Controller test failed.	
6623-xx	Random read test failed.	

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Troubleshooting without Diagnostics

This section provides information for identifying and correcting some common hardware, memory, and software problems. It also explains several types of common messages that may be displayed on the screen. The following pages contain troubleshooting information about:

Audio
Battery
CD or DVD Drive
Diskette Drive
Display
Hard Drive
Hardware Installation
Memory
PC Card
Power
Printer
TouchPad
Keyboard/Numeric Keypad

Since symptoms can be similar, carefully match the symptoms of the computer malfunction against the problem description in the tables to avoid a misdiagnosis.

Å WARNING: To avoid a potential shock hazard during troubleshooting procedures, disconnect all power sources before removing the keyboard cover or the display bezel.

Before Replacing Parts

Verify that cables are connected properly to the parts that are suspected to be defective.

- Run Computer Setup after connecting external devices.
- Verify that all required device drivers are installed.
- Verify that all required changes have been made to the CONFIG.SYS file.
- Verify that all required changes have been made to the AUTOEXEC.BAT file.
- Verify that all printer drivers have been installed for each application.

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Solving Minor Problems

Some minor problems and possible solutions are outlined in the following tables. If the problem appears related to a software application, check the documentation provided with the software.

Solving Audio Problems

A common audio problem and solution is listed in the following table.

Solving Audio Problems		
Problem	Probable Cause	Solution
Notebook does not beep after the Power-On Self-Test (POST).	This is typical; it indicates successful completion of the Power-On Self-Test (POST).	No action is required.

Solving Battery Pack/Gauge Problems

Some common causes and solutions for battery pack problems are listed in the following table. The "Solving Power Problems" section in this chapter may also be applicable.

Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
Computer won't turn on when battery pack is inserted and power cord is unplugged.	Battery pack is discharged.	Connect the Notebook to an external power source and charge the battery pack. OR Replace the battery pack with a fully charged battery pack.
		Check the battery connectors on the system board to verify that they are evenly spaced and not bent or broken.

Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
Notebook is beeping and battery icon is blinking.	Battery charge is low.	Immediately save any open file(s). Then complete one of the following steps: • Connect the Notebook to an external power source to charge the battery pack. • Turn off the Notebook or initiate Hibernation until you can find another power source or charge the battery pack.
Battery icon on the front of the unit blinks to indicate low-battery condition, but computer does not beep.	Volume is turned down too low.	Adjust the volume.
Battery icon doesn't light and battery pack won't fast-charge.	Battery pack is already charged.	No action is necessary.
	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature.
	Battery pack is at the end of its life.	Replace the battery pack.
You have to set the date and time every time you turn on the Notebook.	RTC battery is dead.	Replace the RTC battery.
Battery charge does not last as long as expected.	Battery is exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended temperature range for operation or storage. • Operating Range: 50°F to 104°F (10°C to 40°C) • Storage Range: -4°F to 86°F (-20°C to 30°C) Recharge the battery pack.

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Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
Battery charge does not last as long as expected.	Battery has partially self-discharged.	Recharge the battery. Discharge the battery completely and then recharge it.
	Power management is disabled.	Set a power management level in Computer Setup.
	An external device or PC card is draining the battery.	Turn off or disconnect external devices when not in use.
Battery pack is warm to the touch after charging.	Normal warming has occurred due to charging.	No action is required.
Battery pack operating time is far less than the documented average operating time.	Power management is turned off or disabled.	Enable power management in Computer Setup and Windows Power Properties.
	An external device or PC card is draining the battery.	Turn off or disconnect external devices when not in use.

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Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
	Battery pack has partially self-discharged.	Condition the battery pack by fully charging, fully discharging, then fully recharging it. To maintain the charge, leave the battery pack in the Notebook when it is connected to an external power source. If the Notebook is disconnected from external power for more than two weeks, remove battery packs to reduce the discharge rate.
	Battery pack is exposed to high or extremely cold temperatures.	Keep the battery pack within the recommended temperature range for operation or storage. - Operating Range: 50°F to 104°F (10°C to 40°C) - Storage Range: -4°F to 86°F (-20°C to 30°C) Recharge the battery pack.

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Solving CD and DVD Drive Problems

Some common causes and solutions for CD and DVD drive problems are listed in the following table.

Solving CD or DVD Drive Problems		
Problem	Probable Cause	Solution(s)
CD or DVD drive cannot read a compact disc or digital versatile disc.	Disc is upside-down or is improperly inserted in the CD or DVD drive.	Open the loading tray, lay the CD label side up in the tray, then close the tray.
	CD is CD Plus or Pregap/Track 0 type.	Cannot read these types of CDs in 24X. Remove the CD.

Solving Diskette Drive Problems

Some causes and solutions for common possible diskette drive problems are listed in the following table.

Solving Diskette Drive Problems		
Problem	Probable Cause	Solution(s)
Diskette drive cannot write to a diskette.	Disk is write-protected.	Disable the disk's write-protect feature or use a disk that is not write-protected.
	Computer is writing to the wrong drive.	Check the drive letter in the path statement.
	Not enough space is left on the disk.	Use another disk.
	Drive error has occured.	Run Computer Checkup from the Compaq Diagnostics disk.
	Disk is not formatted.	Format the disk. At the system prompt, enter: FORMAT A:
Diskette drive cannot read a diskette.	Disk drive cannot read a disk.	Use the type of diskette required by the drive.
	Disk has a bad sector.	Copy files to hard drive or another diskette. Reformat bad diskette.

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Solving Diskette Drive Problems		
Problem	Probable Cause	Solution(s)
Diskette drive cannot read a diskette. (Continued)	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
	Diskette is not formatted.	Format the diskette. At the system prompt, enter FORMAT A:
Cannot boot from diskette.	Bootable diskette is not in drive A.	Put the bootable diskette in drive A.
	Diskette Boot has incorrect setting in Computer Setup.	Run Computer Setup and set diskette as first to boot.

Solving Display Problems

This section lists some common causes and solutions for computer display and external monitor problems.

You can perform a monitor self-test on an external VGA color or monochrome monitor by disconnecting the monitor from the Notebook, then completing the following steps:

1. Turn off the monitor.
2. Turn off the Notebook.
3. Disconnect the monitor signal cable from the Notebook.
4. Turn on the monitor and allow it to warm up for one minute.

The display should be white. A narrow black border may also appear on the left and right sides of the display. Both of these displays indicate that the monitor is working properly.

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Solving Display Problems		
Problem	Probable Cause	Solution(s)
Screen is dim.	Brightness Control (if available) is not set properly.	Adjust the brightness of the display by pressing Fn+F7 or Fn+F8.
	Computer screen is in direct light.	Tilt display or move computer.
Screen is blank.	Screen save was initiated by Power Management due to lack of user activity.	Press any key or touch the TouchPad.
	Display has overheated.	If the Notebook is in direct sunlight, move it and allow it to cool off.
Display is blank and the Suspend icon is flashing.	System is in Suspend mode.	Press any key or touch the TouchPad.
Internal display is blank but the screen on an external monitor displays information.	Display function was switched to an external monitor.	Press Fn+F3 to switch between LCD or CRT.
Internal display flashes or has garbled characters when the Notebook is connected to an external monitor.	Using 1024 x 768 or higher resolution on external monitor and toggling back to internal display, which supports up to 800 x 600.	Restart the Notebook.
The light tubes on the edge of the display panel do not light up at all and the Power-On Self-Test (POST) completes when the unit is powered up.*	Improper backlight or display cable connections.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective display cable.	Replace the display assembly.
	Defective display panel.	Replace the display assembly.
	Defective system board.	Replace the system board.

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Solving Display Problems		
Problem	Probable Cause	Solution(s)
The light tubes on the edge of the display panel do not light up at all and Power-On Self-Test (POST) does not complete when the unit is powered up.*	Defective system board.	Replace the system board.
Backlight (brightness) cannot be adjusted with Fn+F7 or Fn+F8.	Improper display cable connections.	1. Reseat the display cable to the system board. 2. Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective display cable.	Replace the display assembly.
	Defective system board.	Replace the system board.

*This problem indicates that the backlight or its power circuitry has failed. If the backlight is not functioning, the POST result cannot be observed. Connect the unit to an external monitor before powering up the unit. If an external monitor is not available, verify that POST is complete by opening and closing the display, listening for the single or double beep, and watching for the icons to turn on at the front of the Notebook.

Solving Display Problems Continued		
Problem	Probable Cause	Solution(s)
This display panel has a continuous pattern across it (e.g., "jailbars" pattern), has a single color on it, or has garbled graphics across the entire panel. This failure is for patterns across the entire panel (not just on one section).	Improper display cable connections	Reseat the display cable to the following until the problem is solved: 1. System board 2. Display assembly
	Defective display cable.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.

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Solving Display Problems Continued		
Problem	Probable Cause	Solution(s)
	Defective system board.	Replace the system board.
A single line, small group of lines, or block appears on the display panel. This failure occurs in only a section of the display panel.	Defective display panel.	Replace the display assembly.

Note: When you perform a "self-test" on an external VGA color or monochrome monitor, the screen should be white. A narrow black border may also appear on the left and right sides of the display. Both of these displays indicate that the monitor is working properly.

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Solving Hard Drive Problems

Some causes and solutions for possible common hard drive problems are listed in the following table.

Ä CAUTION: To prevent loss of information, maintain an up-to-date backup of your hard drive at all times in case of errors or failures.

Solving Hard Drive Problems		
Problem	Probable Cause	Solution(s)
Reading the hard drive takes an unusually long time after restarting the Notebook.	System entered Hibernation due to a low-battery condition and is now exiting from it.	Give the system time to restore the previously saved data to its exact state before Hibernation.
Hard drive error occurs.	Hard drive has bad sectors or has failed.	
Hard drive does not work.	Hard drive is not seated properly.	Turn off and unplug the Notebook, remove the battery pack, and remove and then reinstall the hard drive.

Solving Hardware Installation Problems

Some causes and solutions for possible common hardware installation problems are listed in the following table.

Solving Hardware Installation Problems		
Problem	Probable Cause	Solution(s)
A new device is not recognized as part of the computer system.	Cable(s) of a new external device are loose, or power cables are unplugged.	Ensure that all cables are properly and securely connected.
	Power switch of new external device is not turned on.	Turn off the Notebook, turn on the external device, then turn on the Notebook to integrate the device with the computer system.
	Device is not seated properly.	Turn off the Notebook and reinsert the device.

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Solving Keyboard/Numeric Keypad Problems

Some causes and solutions for possible common keyboard/numeric keypad problems are listed in the following table.

Solving Keyboard/Numeric Keypad Problems		
Problem	Probable Cause	Solution(s)
Embedded numeric keypad on Notebook keyboard is disabled.	Num Lock function is not enabled.	Press the Shift+NumLk keys to enable the Num Lock function and embedded numeric keypad. The Num Lock light on the Notebook turns on.
Embedded numeric keypad is disabled and Num Lock function is on.	External numeric keypad is connected to the Notebook.	Disconnect the external numeric keypad from the Notebook.

Solving Memory Problems

Some causes and solutions for possible common memory problems are listed in the following table.

Solving Memory Problems		
Problem	Probable Cause	Solution(s)
Memory count during Power-On Self-Test (POST) is incorrect.	Optional memory expansion card is installed incorrectly, is incompatible with the computer, or is defective.	Ensure that the optional memory expansion card is installed correctly.
"Out of Memory" message is displayed on the screen or insufficient memory error occurs during operation.	System ran out of memory for the application.	documentation for memory requirements. If necessary, install additional memory.
	Too many TSR (terminate-and-stay-resident) applications are running.	Remove from memory any TSR applications that you do not need.

Solving PC Card Problems

The following table lists some common causes and solutions for PC card problems.

Solving PC Card Problems		
Problem	Probable Cause	Solution(s)
When turned on, the Notebook does not beep when a PC card is inserted.	Card is not inserted properly.	Ensure that the card is inserted in the correct orientation.
	PC card beeps are disabled.	Double-click the PC Card icon on the Control Panel, click the Global Settings tab, the enable PC Card sound effects.
	Speaker is turned off or volume is turned down.	Press Volume buttons to turn the speaker on, then increase the volume.
	PC card drivers are not installed.	Double-click the Add New Hardware icon on the Control Panel for installation instructions. If PC Card or drivers are not compatible with Windows, install drivers and use the PC Card in MS-DOS mode.
	Card or card driver is not supported.	Contact a Compaq-authorized service provider for a list of PC cards tested sucessfully in Compaq PC card platforms.
PC card modem, fax, or network card does not work.	Card is not fully inserted into the slot or is not inserted properly.	Ensure that the card is inserted in the correct orientation.
	Telephone cord is not plugged in all the way.	Check and secure telephone connection.
	Necessary drivers are not installed (turned on).	Install drivers.
PC card modem or fax card does not work.	You are trying to access the card using the wrong COM port.	See Specifications to verify COM port.

Solving PC Card Problems		
Problem	Probable Cause	Solution(s)
	The card conflicts with a serial device.	See Specifications to verify address.
	The card is not supported.	Use supported cards only.
Modem network PC Card does not work.	Network driver is not installed or is not set up properly.	Install driver.
	Telephone cord is not properly connected.	Verify telephone connection.
Memory or storage card does not work.	SRAM and flash memory cards require the memory card driver to be loaded (turned on). Flash memory cards require the Microsoft FlashFile System to be loaded. Hard drives on flash mass-storage cards require the PC Card ATA driver to be loaded.	Install driver.
	You are trying to access the hard drive card using the wrong drive letter.	Double-click My Computer to verify the drive letter assigned to the card.
	The card is not supported.	Contact a Compaq-authorized service provider for a list of PC cards tested successfully in Compaq PC card platforms.

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Solving Power Problems

See also Solving Battery Pack/Gauge Problems in this section.

Solving Power Problems		
Problem	Probable Cause	Solution(s)
Notebook will not turn on and the battery pack is not inserted.	Notebook is not connected to a power source.	Insert battery or connect an external power source.
	Power cords to the external power source are unplugged.	Ensure that power cords connecting the Notebook and the external power source are plugged in properly.
	Power adapter is defective.	Replace AC adapter and restart.
Notebook turned off while it was left unattended and the power icon is off.	System board is defective.	Replace the system board.
	System initiated Hibernation due to a critical low-battery condition.	Replace the battery pack with a fully charged battery pack, or connect the Notebook to an external power source. Then turn on the Notebook.
	System initiated Hibernation after a preset timeout.	Turn on the Notebook.

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Solving Printer Problems

If you experience problems printing, run a printer self-test. Refer to the documentation provided with your printer for instructions. If the self-test fails, the problem is printer-specific. Refer also to the printing section of your application documentation.

Solving Printer Problems		
Problem	Probable Cause	Solution(s)
Printer will not turn on.	The signal cable may not be connected properly, or the printer is unplugged.	Ensure that the signal cable is properly connected and that the power cord is connected to the electrical outlet.
Printer will not print.	Printer is not turned on, or is offline.	Turn the printer on and set it to On Line.
	The device drivers for the application are not installed.	Refer to the printer documentation to install the correct printer driver.
	The printer is set up for a network, but is not connected to the network.	Connect the printer to the network.
	Printer cable is too long, unshielded, or defective.	Replace the cable.
	Paper tray is empty.	Fill the paper tray with paper and set the printer to On Line.
Printer prints garbled information.	Correct printer drivers are not installed.	Refer to the printer documentation to install the correct printer driver.
	Cable is not connected properly.	Ensure that the printer signal cable is properly connected to the Notebook.
	Cable is defective.	Replace the printer cable and retest.

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Solving TouchPad/Pointing Device Problems

The following table lists some common causes and solutions for TouchPad/pointing device problems.

Solving TouchPad/Pointing Device Problems		
Problem	Probable Cause	Solution(s)
TouchPad or mouse does not work.	Incorrect or no device driver is installed.	Install the device driver and add to the AUTOEXEC.BAT file or CONFIG.SYS file.
	The device driver is not installed in Windows.	Install the TouchPad/mouse driver in Windows.
External mouse does not work.	Mouse is not securely connected, or is connected to an incorrect external connector.	Ensure that the mouse is securely connected to the appropriate external connector.
TouchPad or mouse does not work even though the device is enabled in Windows.	Mouse is not enabled.	Type MOUSE at the system prompt to activate the mouse device driver. Add a line in the AUTOEXEC.BAT file to activate the mouse driver automatically each time the computer is turned on or restarted.
	Cable is not properly seated in TouchPad board.	Reseat cable.
	Defective TouchPad board.	Replace the TouchPad board.
	Defective system board.	Replace system board.
	Device driver is not correctly installed in Windows.	Install the appropriate device driver in Windows.
Cursor skips or moves abnormally when using the TouchPad.	The TouchPad needs to be cleaned.	Clean the TouchPad with a cloth dampened with alcohol or an ammonia-based glass cleaner. Wipe up liquid with a dry cloth.

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Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

- Product name
- Product serial number
- Purchase date
- Conditions in which the problem occurred
- Any error messages that have occurred
- Hardware configuration
- Type of printer connected
- Hardware/software installed
- Printed results of Computer Checkup (TEST)
- Printed copies of CONFIG.SYS and AUTOEXEC.BAT files, if possible.

Shipping Preparation

To ship the Notebook, complete the following steps:

1. Back up the critical hard drive files. Ensure that backup tapes/diskettes are not exposed to electrical or magnetic fields while stored or in transit.
2. Turn off the Notebook and external devices.
3. Disconnect the external devices from their power sources, then from the Notebook.

   Important: Ensure that there is no diskette in the diskette drive and that there are no PC cards in the PC slots.
4. Close the display and all exterior doors of the Notebook.
5. Pack the Notebook in sufficient packing material to protect it. Use the original packing box or similar packaging.

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Removal Sequence

This chapter provides details for removing and replacing each component of the Presario 1200XL units.

Electrostatic Discharge

When removing or replacing parts, be careful to discharge static electricity before touching the internal Notebook components. A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices and microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to an electrostatic discharge may not seem to be affected and continue to work perfectly throughout a normal cycle. However, the discharge degrades internal layers, which reduces the operating life of the device. Networks built into many integrated circuits provide some protection; but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

The table below shows the amount of static electricity generated by common activities associated with servicing computers.

Electrostatic Voltage			
Event	Relative Humidity		
	10%	40%	50%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motion of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V

Ä CAUTION: As little as 700 Volts can degrade Notebook components. Be sure to ground yourself before touching the Notebook or its subassemblies.

1.800.AT.COMPAQ

Tool and Software Requirements

The following items are required to service the Notebook:

- Torx T-9 screwdriver
- 5mm nut drivers (for screwlocks and standoffs)
- Small standard screwdriver
- Small Phillips screwdriver
- Diagnostics software

Screws

The screws used in the Notebook are not interchangeable. If an incorrect screw is used during the reassembly process, it can damage the unit. Compaq strongly recommends that all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.

> Important: As each subassembly is removed from the Notebook, place it away from the work area to prevent damage.

Connectors and Plastic Parts

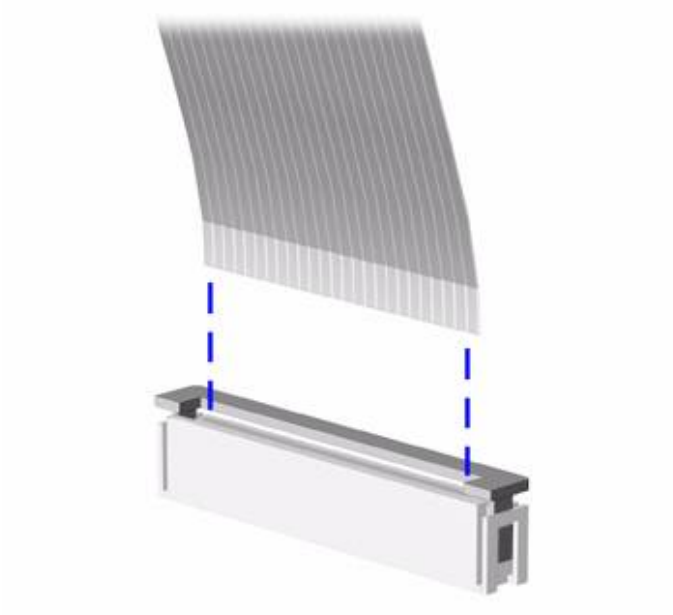
Plastic parts can be damaged by the use of excessive force during disassembly and reassembly. When handling plastic parts, use care. Apply pressure only at the points designated in the instructions. Most of the connectors in these Notebooks are ZIF Connectors.

ZIF Connector

The 1200XL Series Notebooks use zero insertion force (ZIF) connectors on the system board.

Ä CAUTION: A ZIF connector and its attached cable can be easily damaged. Handle only the connector slide when removing or replacing a cable. Never pull or twist on the cable while it is connected.

To remove a cable from a ZIF connector, lift both corners of the ZIF connector and slide the cable out simultaneously with constant light pressure.



Ä CAUTION: When servicing this Notebook, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the Notebook.

Cables

Most cables used throughout the unit are ribbon cables.

Cables must be handled with extreme care to avoid damage. Use the following precautions when handling cables to avoid damage to the cable and the Notebook:

- Always handle cables by their connectors.
- In all cases avoid bending, twisting, pulling, or tearing cables.
- Apply only the minimum pressure required to seat or unseat cables from their connectors.
- Place the cables so that they are not caught or snagged by parts being removed or replaced.
- Handle flex cables with extreme care; they can tear easily.

Ä CAUTION: When servicing these Notebooks, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can cause severe damage to the unit.

The following illustrations show the proper placement for each cable:

- Diskette Drive Ribbon Cable
- Speaker Assembly Cable
- Keyboard Ribbon Cable
- Hard Drive Ribbon Cable

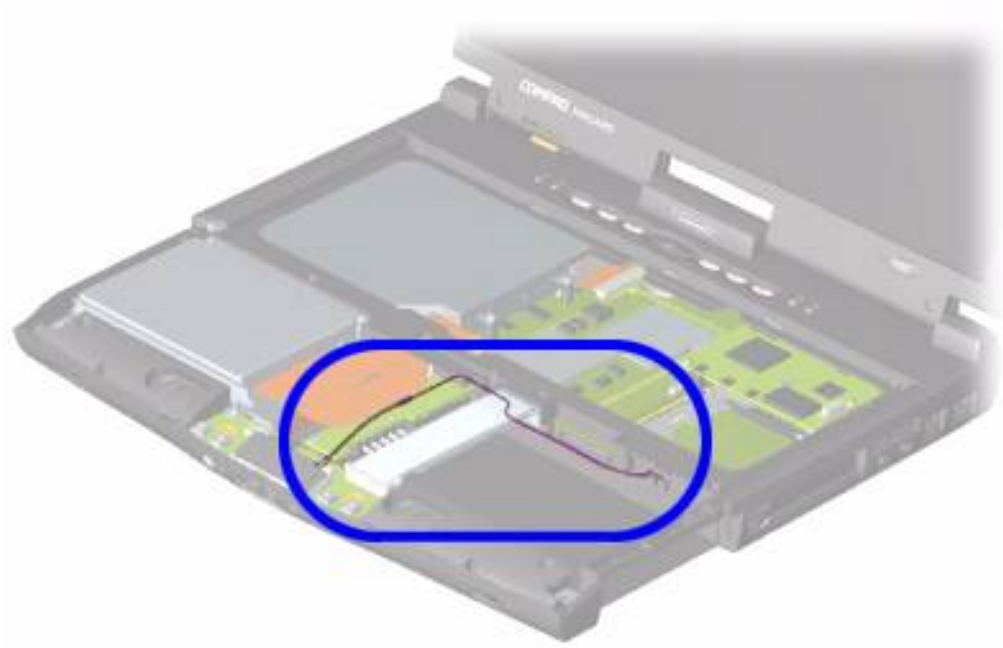
Diskette Drive Ribbon Cable

The ribbon cable position for the diskette drive is shown below.

Ä CAUTION: When servicing this Notebook, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the Notebook.

Speaker Assembly Cable

The cable position for the speaker assembly is shown below. The cable is routed under the battery charger board and under the edge of the system board.



Ä CAUTION: When servicing this Notebook, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the Notebook.

Keyboard Ribbon Cable

The ribbon cable position for the keyboard is shown below.

Ä CAUTION: When servicing this Notebook, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the Notebook.

Hard Drive Ribbon Cable

The ribbon cable position for the hard drive is shown below.

Ä CAUTION: When servicing the Notebook, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the Notebook.

Note:

Preparing the Notebook for Disassembly

Before beginning Removal and Replacement procedures, complete the following steps:

1. Disconnect AC power and any external devices.
2. Remove the battery pack (pg 10).
3. Remove any PC cards.

Important: The battery pack should be removed before performing any internal maintenance on the Notebook.

Å WARNING: Metal objects can damage the battery pack as well as the battery contacts in the battery compartment. To prevent damage, do not allow metal objects to touch the battery contacts. Place only the battery pack for the Compaq Presario 1200XL Series Portable Notebooks into the battery compartment. Do not force the battery pack into the bay if insertion is difficult.

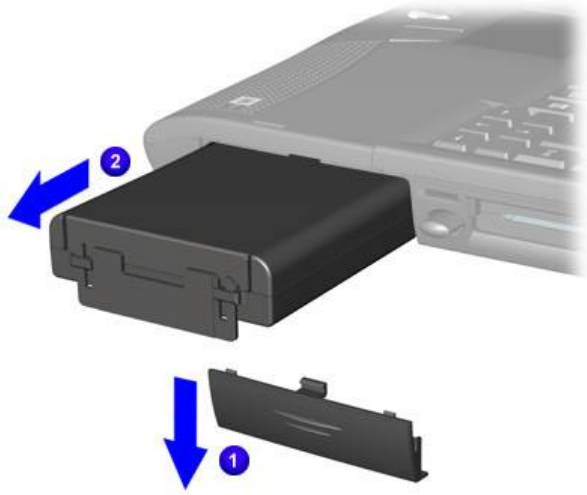
Ä CAUTION: Do not crush, puncture, or incinerate the battery pack. Do not open a battery pack; this action damages the pack, makes it unusable, and exposes potentially harmful battery components. No field-serviceable parts are located inside the battery pack.

Note: Compaq Presario 1200XL Series Portable Notebooks have several screws of various sizes that are not interchangeable. Care must be taken during reassembly to ensure that the correct screws are used in their correct location. During removal, keep screws with their associated respective subassembly.

Removing the Battery

To remove the battery pack, complete the following steps:

1. Slide 1 the battery compartment door down and remove it from the chassis.
2. Pull 2 the battery from the chassis by the tab located on the end of the battery pack and slide battery from the chassis.



To replace the battery, reverse these procedures.

Important: The battery pack should be removed before performing any internal maintenance on the Notebook.

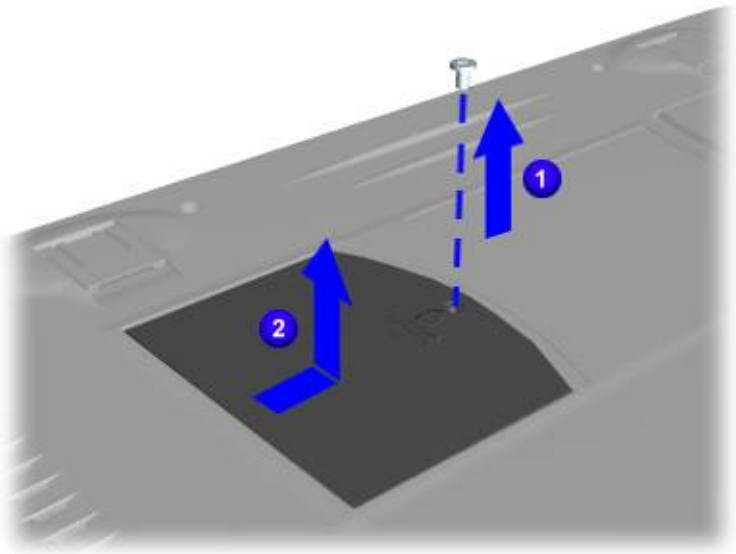
Å WARNING: Metal objects can damage the battery pack as well as the battery contacts in the battery compartment. To prevent damage, do not allow metal objects to touch the battery contacts. Place only the battery pack for Compaq Presario 1200XL Series Portable Notebooks in the battery compartment. Do not force the battery pack into the bay if insertion does not occur easily.

Ä CAUTION: Do not crush, puncture, or incinerate the battery pack. Do not open a battery pack; this damages the pack, makes it unusable, and exposes potentially harmful battery components. No field-serviceable parts are located inside the battery pack.

Removing the Modem

To remove the modem, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Close the display, turn the Notebook upside down, and locate the modem compartment (left side when the front of the Notebook is toward you).
3. Remove one screw 1 from the modem door, slide the door forward 2 and then lift to remove it.



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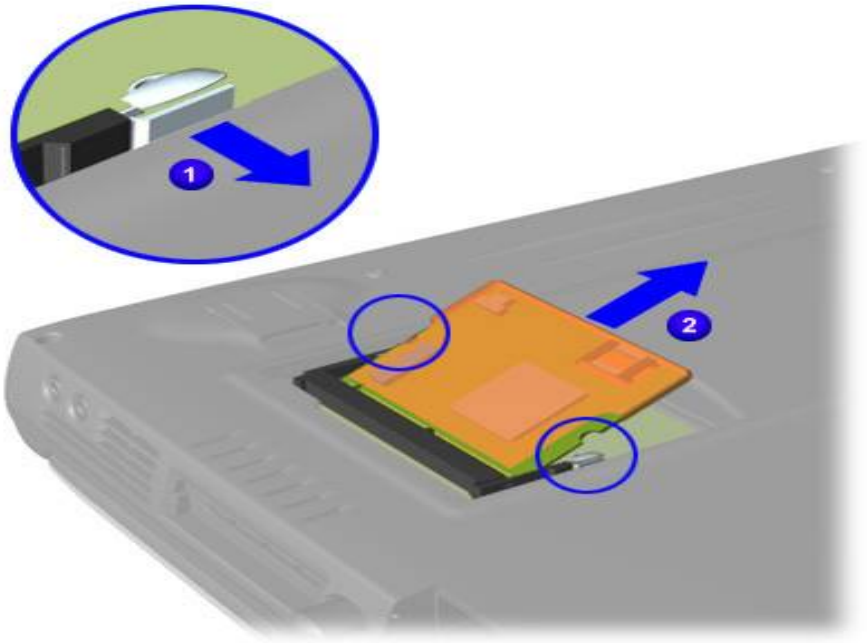
4. Press the release latches 1 on each side that hold the modem in place. This releases the modem board from the compartment.



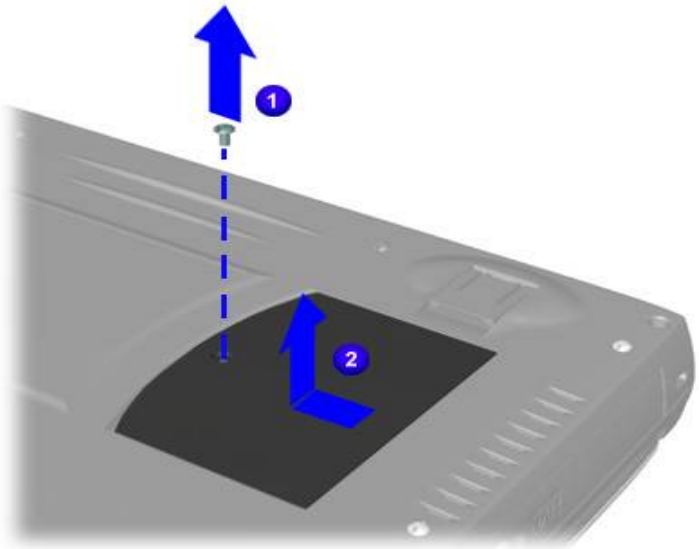
5. Lift 2 the modem from the system board connector.

To replace the modem board, reverse these procedures.

Removing the Memory Module

To remove the memory module, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Close the display and turn the Notebook upside down.
3. Remove the screw from the memory compartment.
4. With the front of the Notebook facing you, slide the door to the left and lift.
5. Pull 1 the side levers to release the memory module and lift 2 it off the connector on the system board.



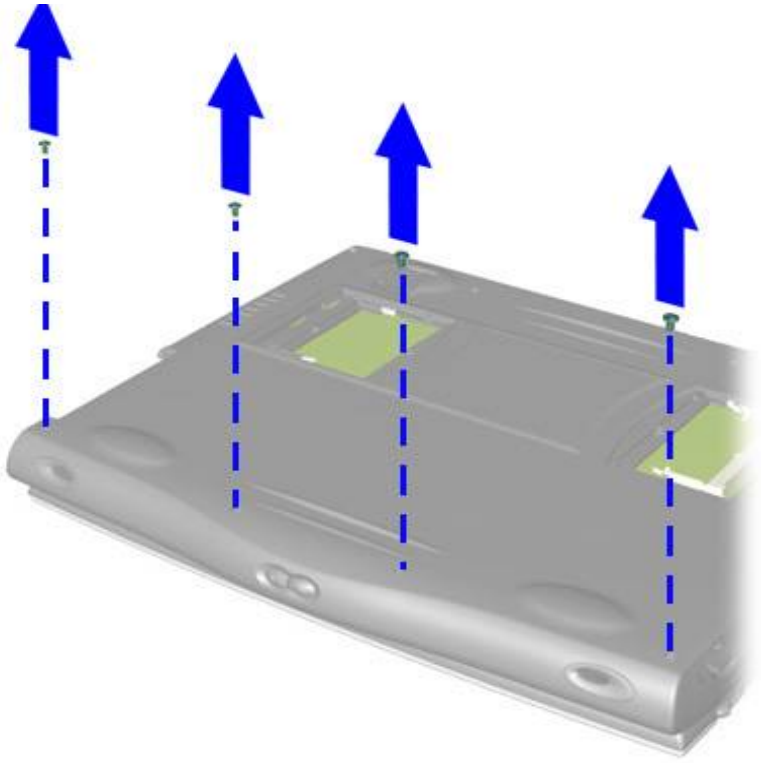
To replace the memory module, reverse these procedures.

Removing the Palmrest Cover with TouchPad

> Note: It is not necessary to remove the display panel assembly to access the interior components of the Notebook.

To remove the Palmrest Cover with TouchPad, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Close the display and turn the Notebook upside down.
3. Remove four screws from underneath the Notebook.



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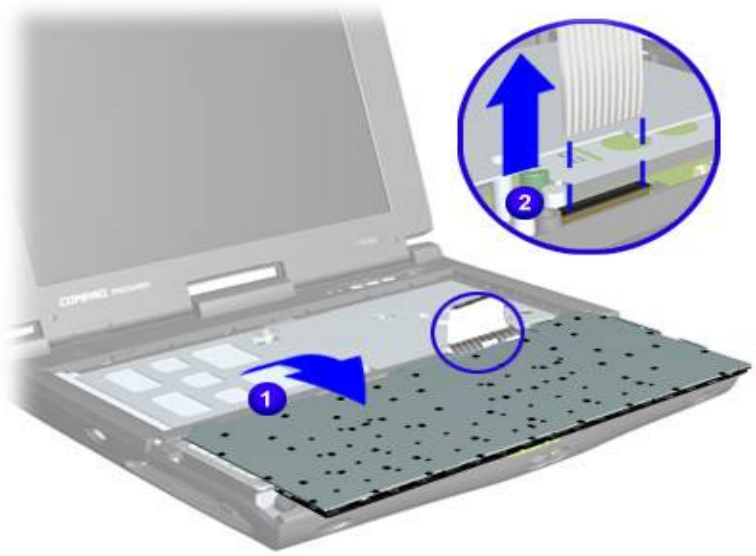
4. Turn the Notebook right side up.
5. Pull the display release latches and open the display assembly.
6. Lift up 1 the front end of the Palmrest Cover, 2 disconnect the flex cable from the underside of the Palmrest LED and Volume Control board.
7. Lift the cover off the unit.

To replace the Palmrest Cover with TouchPad, reverse these procedures.

Removing the Keyboard

To remove the keyboard, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Gently lift up the front of the keyboard, slide it forward, and then turn the keyboard over allowing it to rest where the Palmrest cover normally sits.
4. Disconnect the flex cable from the ZIF Connector on the system board and remove the keyboard.



To replace the keyboard, reverse these procedures.

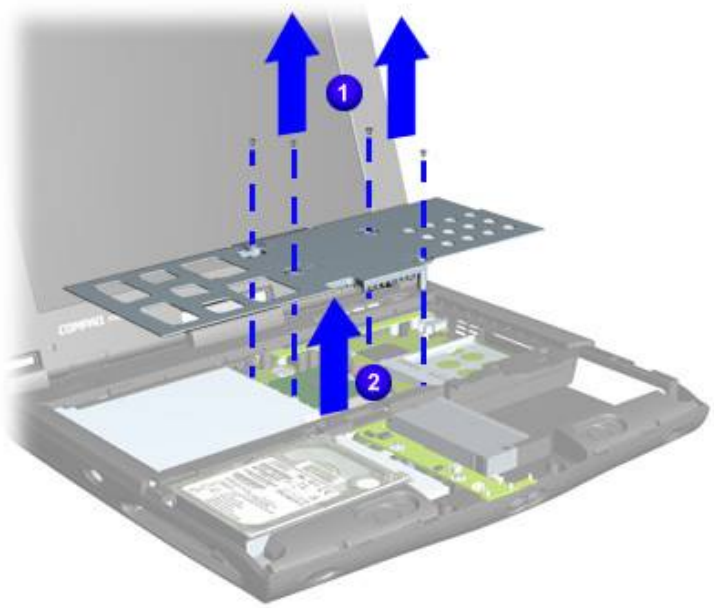
When replacing the keyboard, the Keyboard Ribbon Cable should fold behind the ZIF Connector rather than underneath the keyboard.

Removing the Heatspreader

To remove the Heatspreader, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove four screws 1 from the Heatspreader and lift it 2 out of the chassis.

   Note: Positions of screws are numbered on the Heatspreader.



To replace the Heatspreader, reverse the previous procedures.

Note: If the thermal pads on the Heatspreader are missing or damaged, a new Heatspreader should be installed.

Important: Before installing the new Heatspreader, remove the plastic covering from the thermal pads.

Å To prevent damage, do not use excessive force when replacing the screws.

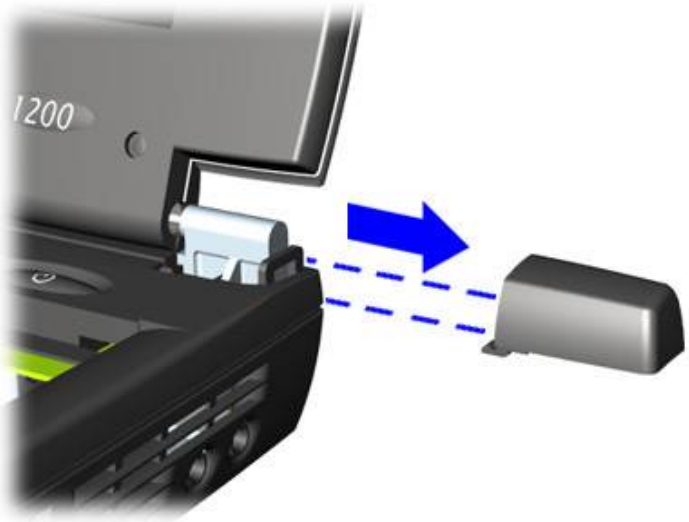
Removing the Internet Zone Cover

(Status Panel Assembly)

> Note: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the Internet Zone cover, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Open the display, gently pry open the display hinge covers, and slide them off the hinges.



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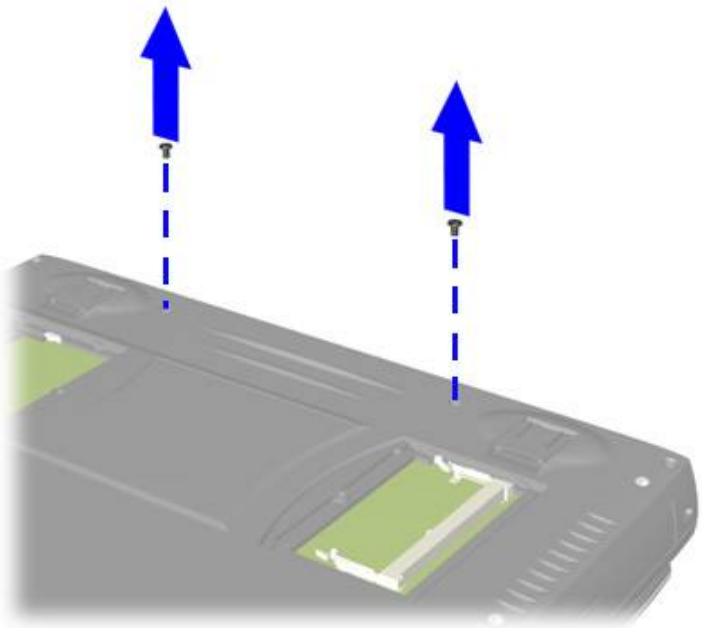
5. Close the Display, turn the unit upside down, and remove two screws located at the back of the Notebook that secure the Internet Zone cover to the chassis .



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6. Turn Notebook right side up and open the display panel.
7. Remove the two innermost screws from the display hinges that secure the status panel to the chassis.

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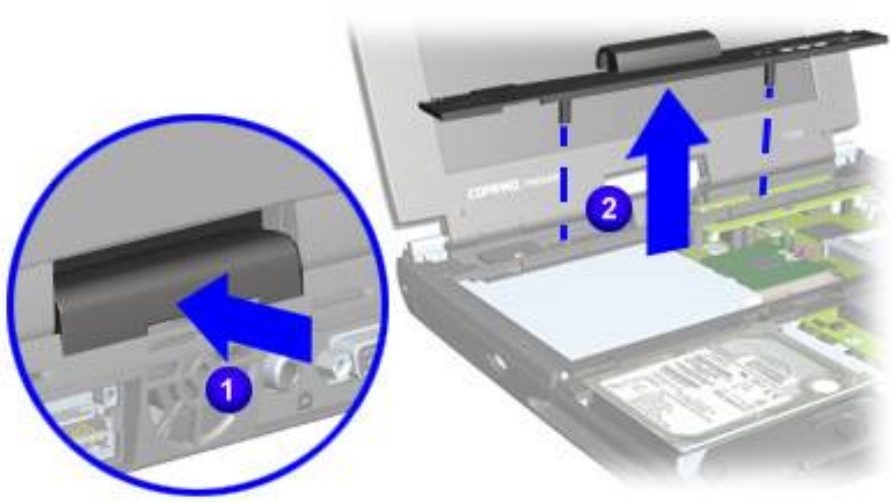
8. Lift up one corner of the Internet Zone cover and push forward from the back (center piece) 1 to release the snaps on the Internet Zone cover.
9. Remove Internet Zone cover 2 from the chassis.



To replace the Internet Zone Cover, reverse these procedures.

Removing the LVDS Board

(Available only on models with a TFT display panel)

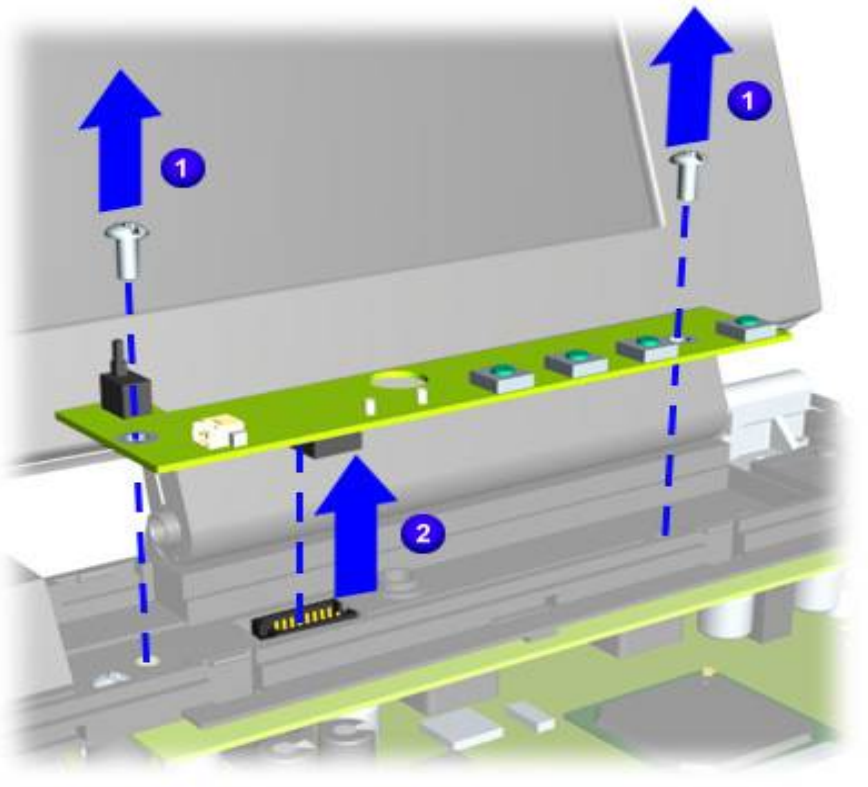
> Note: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the internet button board, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Internet Zone cover (pg 18).
3. Disconnect the internet button cable from the right side of the Internet Zone button board.

Continued on the next page.

4. Remove two screws securing the LVDS button board and remove it from the chassis.



To replace the LVDS button board, reverse these procedures.

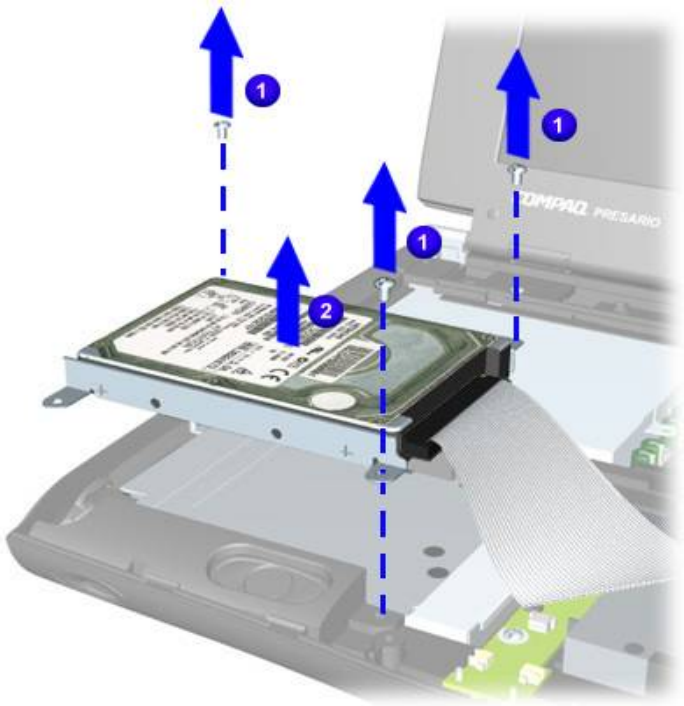
Removing the Hard Drive

Note: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the hard drive, complete the following steps:

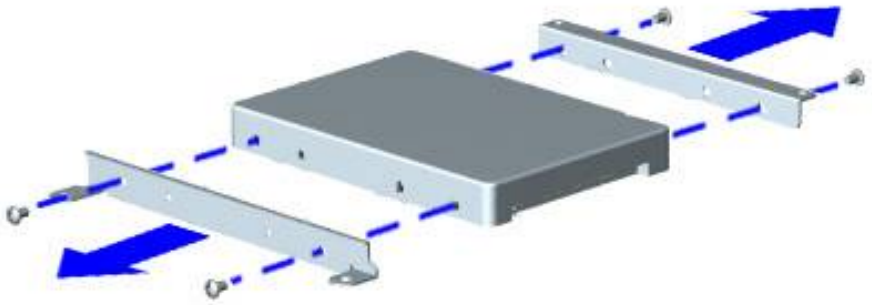
1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the Heatspreader (pg 17).
4. Remove the three screws 1 from the hard drive mounting bracket.
5. Lift the hard drive from the chassis 2 and then disconnect the hard drive cable by gently pulling the cable from the hard drive connector.

   Note: Disconnect the cable from the hard drive after the hard drive is lifted from the chassis.



Removing the Hard Drive Mounting Brackets

To remove the hard drive mounting brackets, remove two screws from each side of the hard drive.

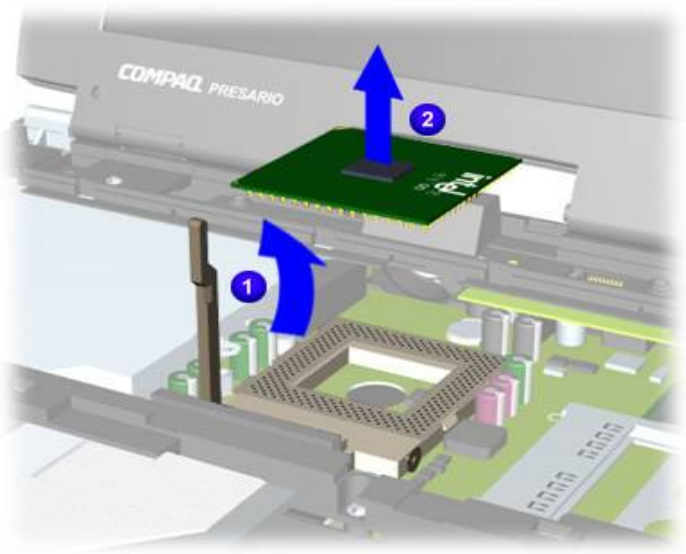


To replace the hard drive and mounting brackets, reverse these procedures.

Removing the Processor

To remove the processor, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Lift the lever 1 to release the processor, and lift the processor 2 off the system board connector.



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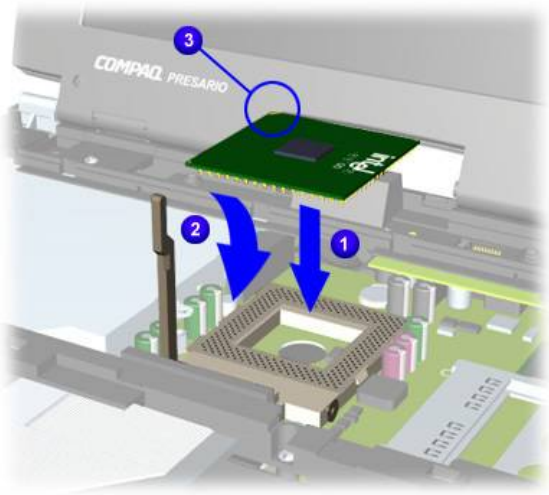
Replacing the Processor

To replace the processor, perform the following steps:

1. Fully align the processor pins with the system board connector.

   Note: When replacing the processor, verify that its number one pin (the gold triangle) is properly aligned with the number one pin (silver triangle) on the system board connector.

2. Press down carefully on the processor directly over the connectors to seat the processor on the system board.
3. Lower the lever to lock the processor in place.
4. Reassemble the remaining components by reversing their removal procedures.



Removing the Display Panel Assembly

Note: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the display panel assembly, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Internet Zone cover (pg 18).
3. Remove the button board.
4. Remove the keyboard (pg 16).
5. Remove the Heatspreader (pg 17).
6. Remove one screw from the left side of the cable connector cover and lift the cover from the chassis.
7. Disconnect the display flex cable by gently pulling up to release it from the connector.

Continued on the next page.

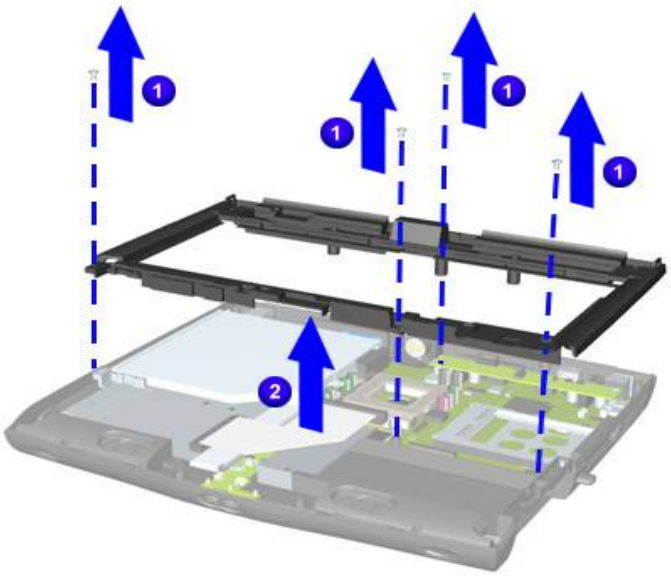
8. While supporting the display, remove 1 the two outermost screws securing the display to the chassis and lift 2 the display panel out of the hinges.

To replace the display panel, reverse these procedures.

Removing the Upper CPU Cover

To remove the upper CPU cover, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the Internet Zone cover (pg 18).
6. Remove the LVDS button board (pg 22).
7. Remove the hard drive (pg 24).
8. Remove the display panel assembly (pg 28).
9. Remove four screws 1 located on the top of the upper CPU cover.



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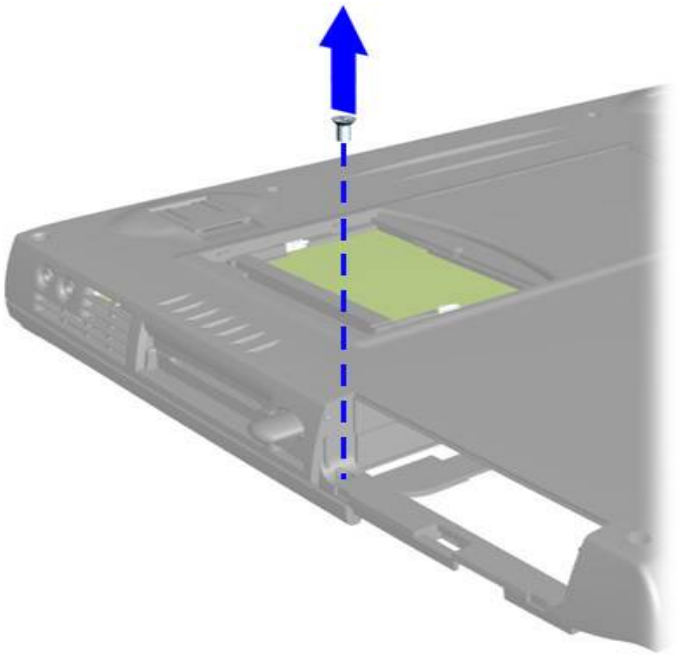
10. Turn the Notebook upside down and remove one screw.

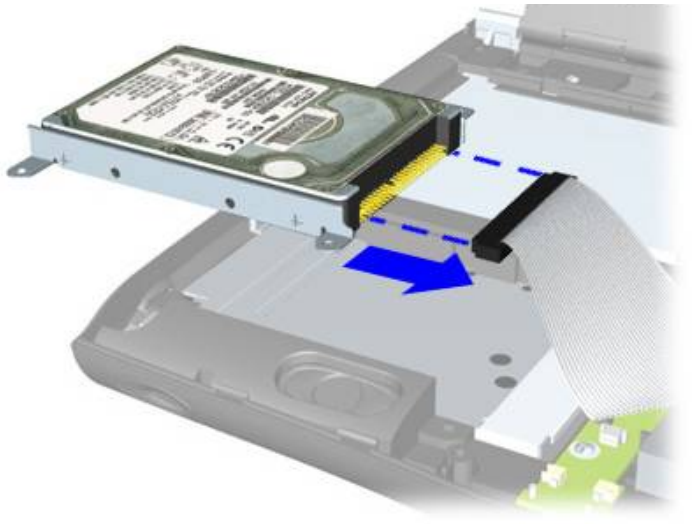


11. Turn the Notebook right side up and lift the cover off the chassis.

    Note: Now that the upper CPU cover is removed, you can remove the hard drive ribbon cable from the system board

Removing the Hard Drive Cable

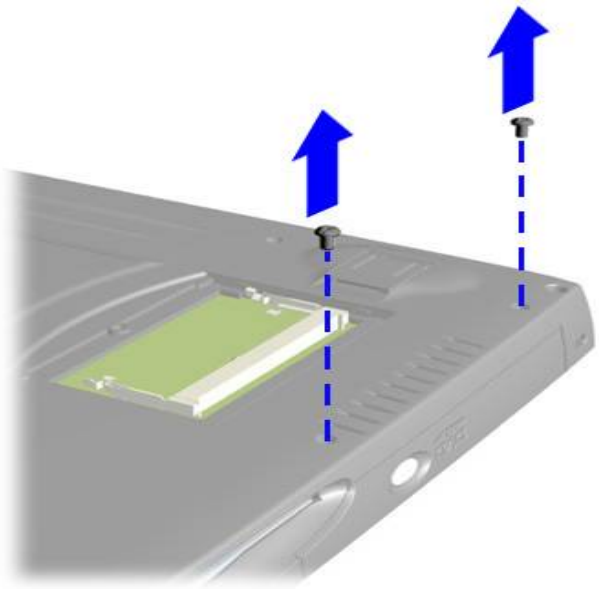
1. Disconnect the hard drive cable by pulling the cable off the connector.



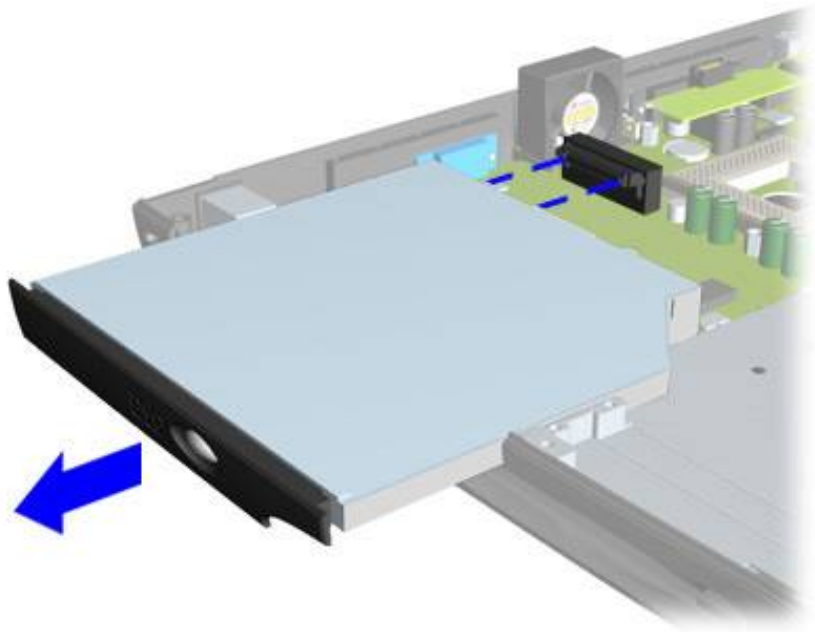
Removing the CD/DVD Drive

To remove the CD/DVD Drive, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the display panel assembly (pg 28).
6. Remove the upper CPU cover (pg 30).
7. Turn the Notebook upside down and remove the two screws securing the CD/DVD drive to the chassis.



8. Push the CD/DVD drive forward from the back of the drive to disconnect it from the system board, and lift the CD/DVD to remove it.

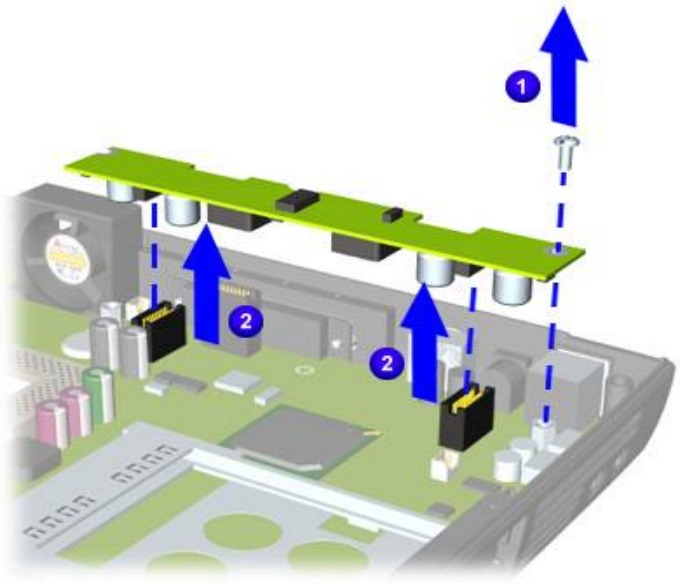


To replace the CD/DVD drive, reverse these procedures.

Removing the Power Supply Board

To remove the power supply board, complete following steps:

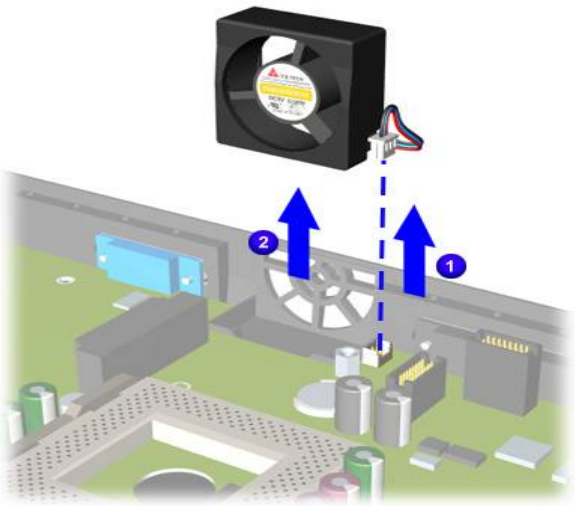
1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the Internet Zone cover (pg 18).
6. Remove the LVDS button board (pg 22).
7. Remove the hard drive (pg 24).
8. Remove the display panel assembly (pg 28).
9. Remove the upper CPU cover (pg 30).
10. Remove one screw 1 from the right side of the board, and gently rock back and forth to disconnect it 2 from the system board



Removing the Fan Assembly

To remove the fan assembly, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the Internet Zone cover (pg 18).
6. Remove the LVDS button board (pg 22).
7. Remove the hard drive (pg 24).
8. Remove the display panel assembly (pg 28).
9. Remove the upper CPU cover (pg 30).
10. Remove the power supply board (pg 35).
11. Disconnect 1 the fan cable from the connector on the system board and lift 2 the fan assembly from the chassis slot.



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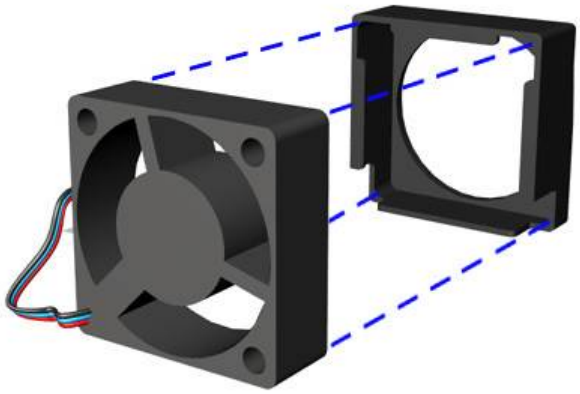
To remove the fan gasket, pull the gasket from the fan.



To replace the fan assembly and gasket, reverse these procedures.

> Important: When replacing the fan assembly ensure the manufacturing label is pointing inward.

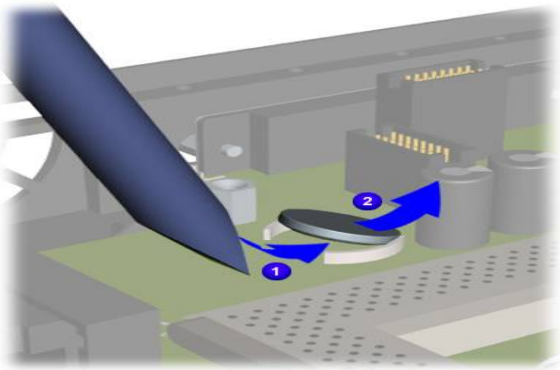
Removing the Real Time Clock Battery

Ä CAUTION: Removing the RTC battery clears the Power-on password and removes all setup attributes that are programmed in the CMOS.

To remove the RTC battery, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the Keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the Upper CPU Cover (pg 30).
6. Remove the Power Supply Board (pg 35).
7. Locate the RTC battery next to the CD/DVD connector.
8. Using a non-metallic object, gently pry the RTC battery upward to remove it.

To replace the RTC battery, press it firmly into the socket and reassemble the remaining components by reversing their removal procedures.



Ä CAUTION: When removing the RTC battery from the system board, it is extremely important to use a non-metallic object to pry up the RTC battery to prevent damage to the system board or the battery.

Removing the Battery Charger and Audio Board

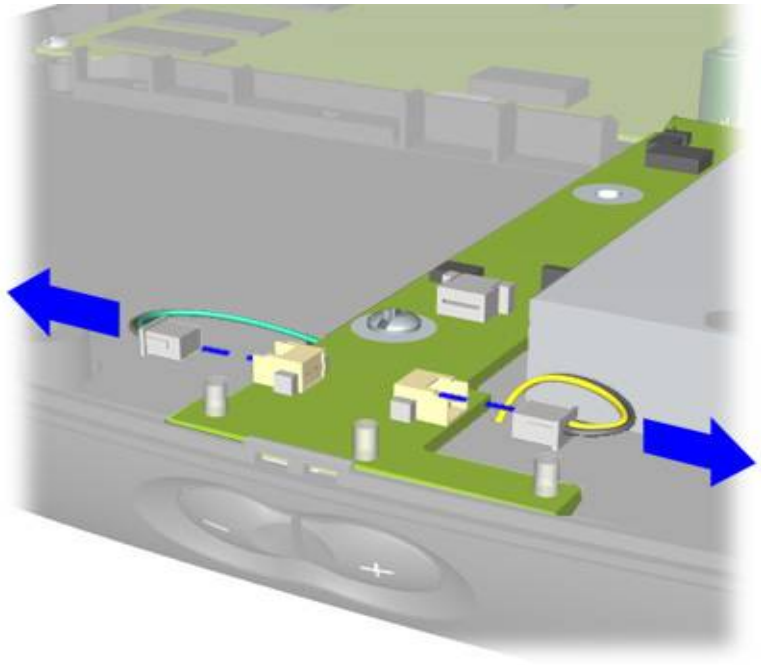
(Voltage Converter Board)

To remove the battery charger board, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the Internet Zone cover (pg 18).
6. Remove the LVDS button board (pg 22).
7. Remove the hard drive (pg 24).
8. Remove the display panel assembly (pg 28).
9. Remove the upper CPU cover (pg 30).
10. Remove the diskette drive and the ribbon cable (pg 42).
11. Remove the hard drive cable located above the battery charger board (pg 32).
12. Remove the floppy cable located above the battery charger board (pg 42).

Continued on next page.

13. Disconnect the speaker cable.



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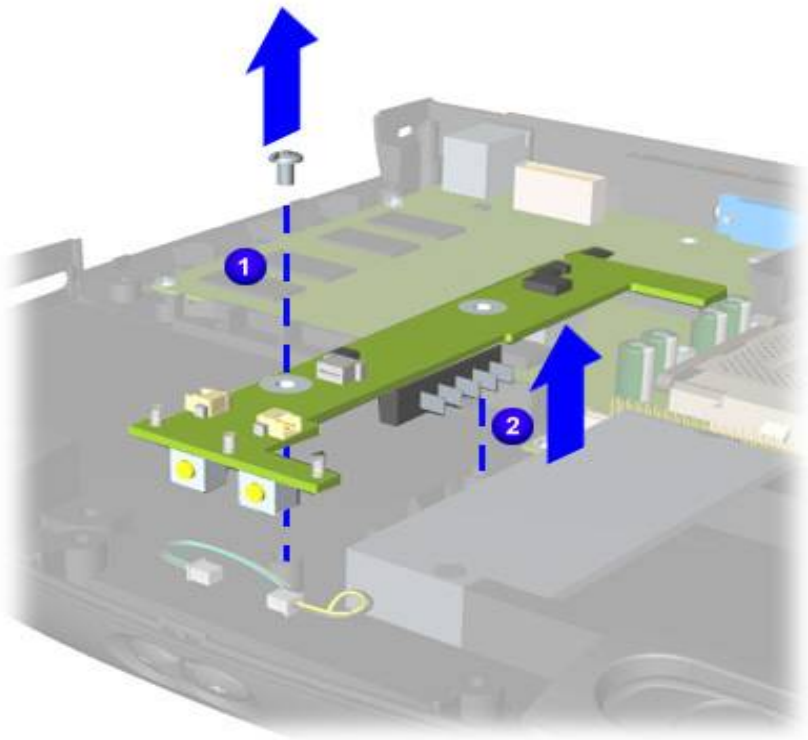
14. Remove 1 one screw from the battery charger and audio board and disconnect 2 the board from the connector on the system board.
15. Lift the battery charger and audio board out of the chassis.



To replace the battery charger board, reverse these procedures.

Important: When replacing the battery charger board, ensure that the pins are aligned with the connector on the system board.

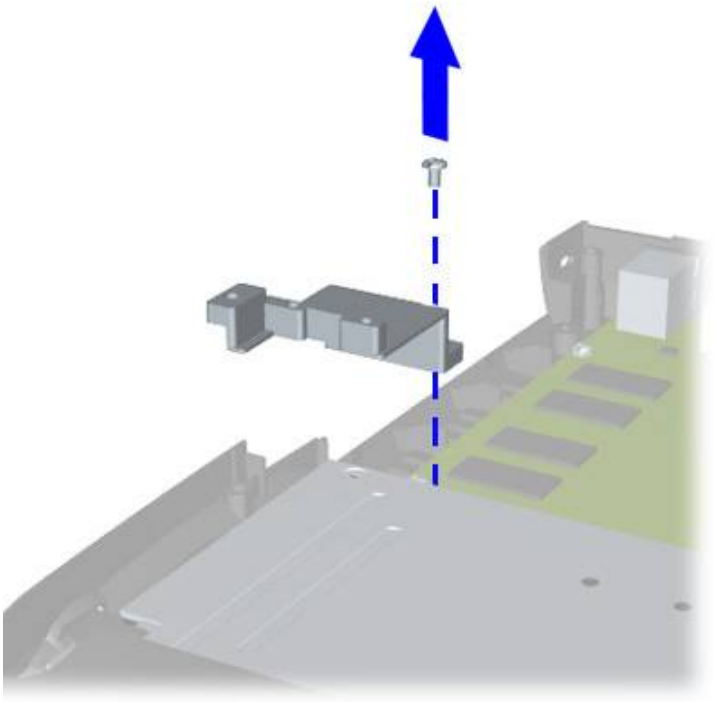
Removing the Diskette Drive

To remove the diskette drive, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the Heatspreader (pg 17).
5. Remove the CD or DVD drive (pg 33).
6. Remove the Internet Zone cover (pg 18).
7. Remove the LVDS button board (pg 22).
8. Remove the display panel assembly (pg 28).
9. Remove the hard drive (pg 24).
10. Remove the upper CPU cover (pg 30).

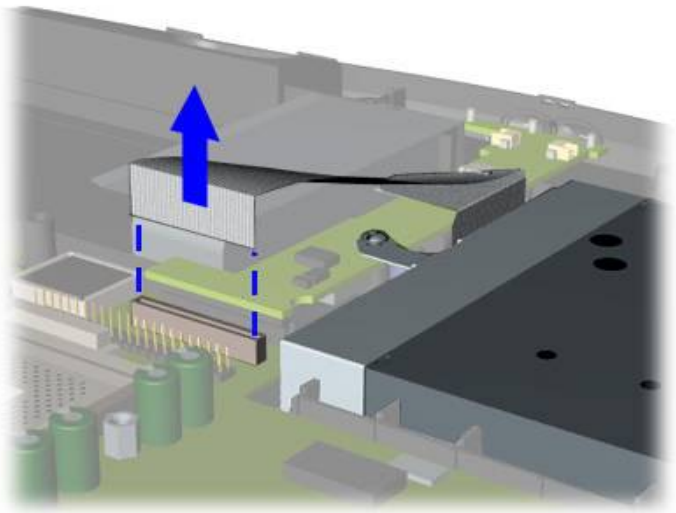
Continued on next page.

11. Remove screw from the diskette drive retaining bracket and lift the bracket out of the chassis.



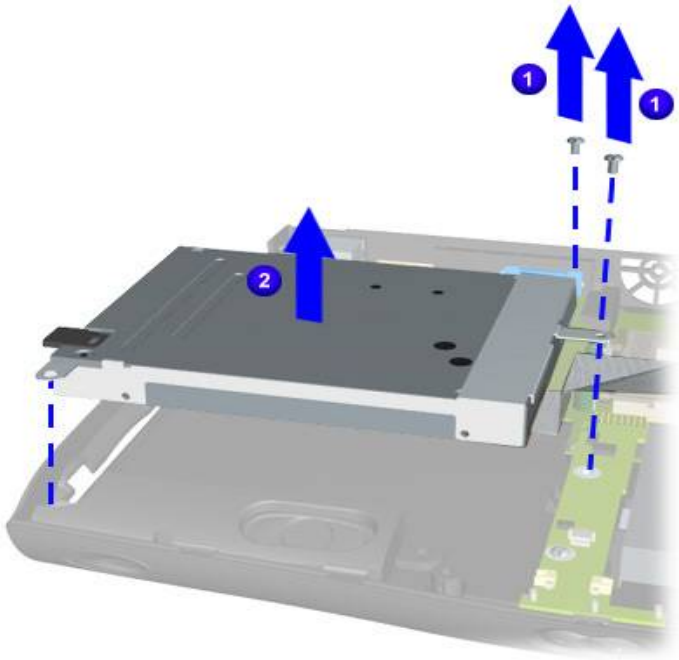
Continued on next page.

12. Disconnect the diskette drive ribbon from the system board to expose the screw.



Continued on next page.

13. Remove two screws 1 and lift the diskette drive 2 from the chassis.



To replace the diskette drive, reverse these procedures.

Ä CAUTION: Ensure that cables are placed in their proper locations during the reassembly process.

Removing the Speaker Assembly

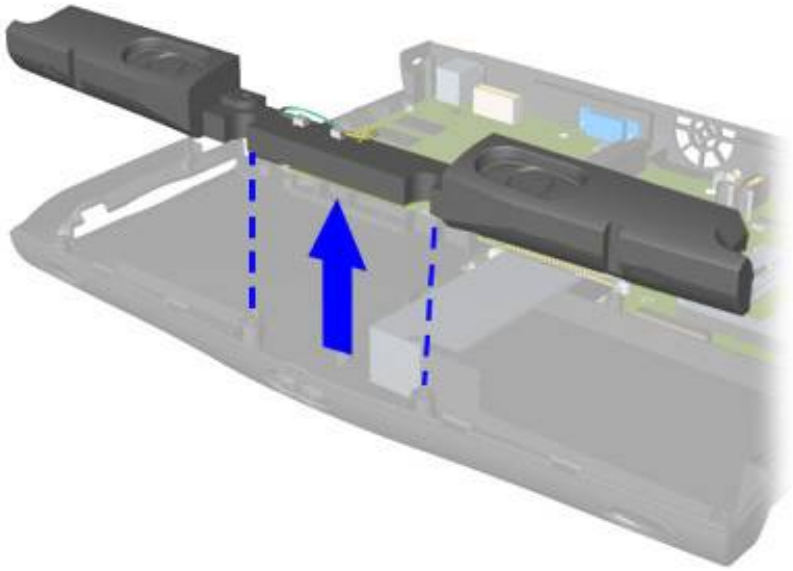
To remove the speaker assembly, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the display panel assembly (pg 28).
5. Remove the Internet Zone cover (pg 18).
6. Remove the LVDS button board (pg 22).
7. Remove the Heatspreader (pg 17).
8. Remove the upper CPU cover (pg 30).
9. Remove the hard drive (pg 24).
10. Remove the battery charger and audio board (pg 39).

Continued on next page.

11. Lift the speaker assembly from the chassis.

    Note: Before disconnecting the speaker cables from the system board, verify the color coded positioning of the left and right speaker cables to ensure that the speaker assembly cable is placed in its proper location during the reassembly process.



To replace the speaker assembly, reverse these procedures.

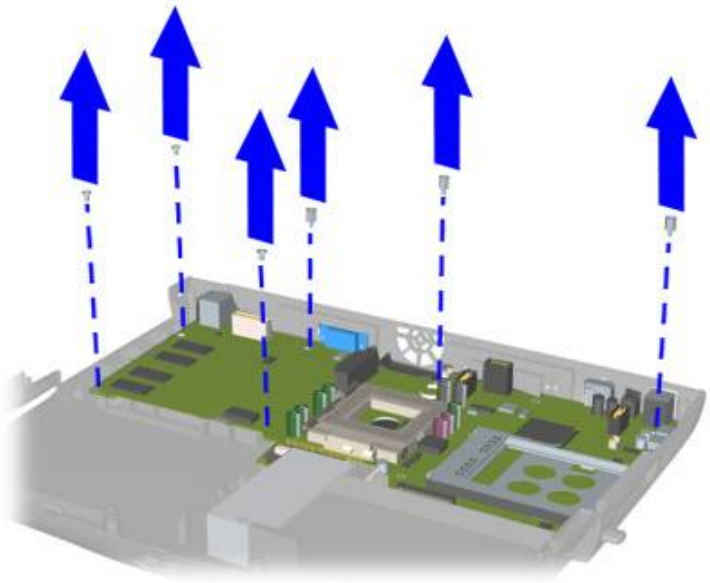
Removing the System Board

To remove the system board, complete the following steps:

1. Prepare the Notebook for disassembly (pg 9).
2. Remove the Palmrest Cover with TouchPad (pg 14).
3. Remove the keyboard (pg 16).
4. Remove the display panel assembly (pg 28).
5. Remove the Internet Zone cover (pg 18).
6. Remove the LVDS button board (pg 22).
7. Remove the Heatspreader (pg 17).
8. Remove the processor (pg 26).
9. Remove the CD or DVD drive (pg 33).
10. Remove the upper CPU cover (pg 30).
11. Remove the hard drive (pg 24).
12. Remove the fan assembly (pg 36).
13. Remove the battery charger and audio board (pg 39).
14. Disconnect the diskette drive cable from the system board (pg 42).
15. Disconnect the speaker assembly cables from the system board (pg 46).

Continued on next page.

16. Remove the three standoffs and three screws from the system board.



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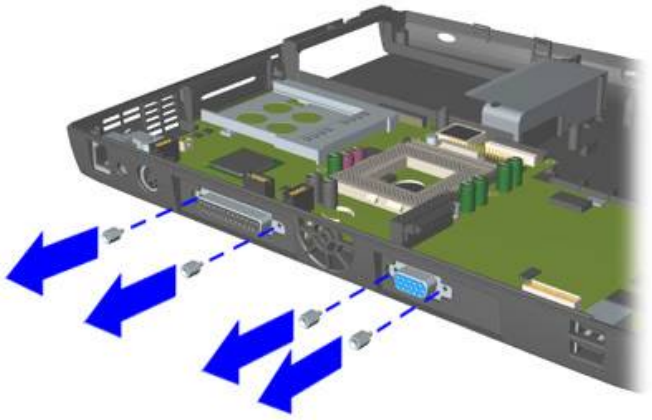
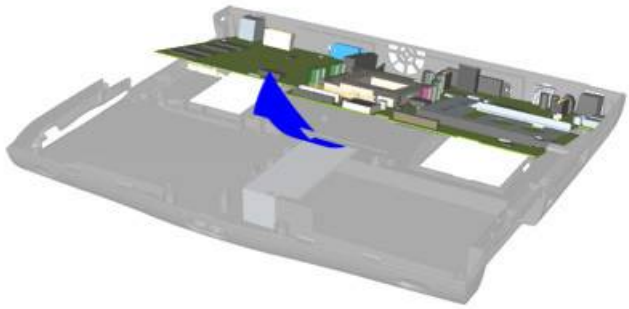
17. Remove four screws from the rear connector.



Note: Ensure that the PCMCIA eject button and microphone insertion is not sticking out through the slot in the chassis.

18. Lift the system board up gently, prying the right side of the chassis to remove it.



To replace the system board, reverse these procedures.

Important: Before replacing the system board, remove all remaining cables.

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Presario 1200XL Series
Models: XL300, XL300A, and XL300B

Parts Catalog

This chapter provides illustrations of the spare parts for Compaq Presario 1200XL Series Notebook Computers, and identifies the spare part ordering number and the availability of each item.

The Notebook serial number should be provided to Compaq whenever requesting information or ordering spare parts. The serial number 1 is located underneath the unit.

Illustrated Parts

The following illustrations are typical of the spare parts provided with the Compaq Presario 1200XL Series Notebook Computers.

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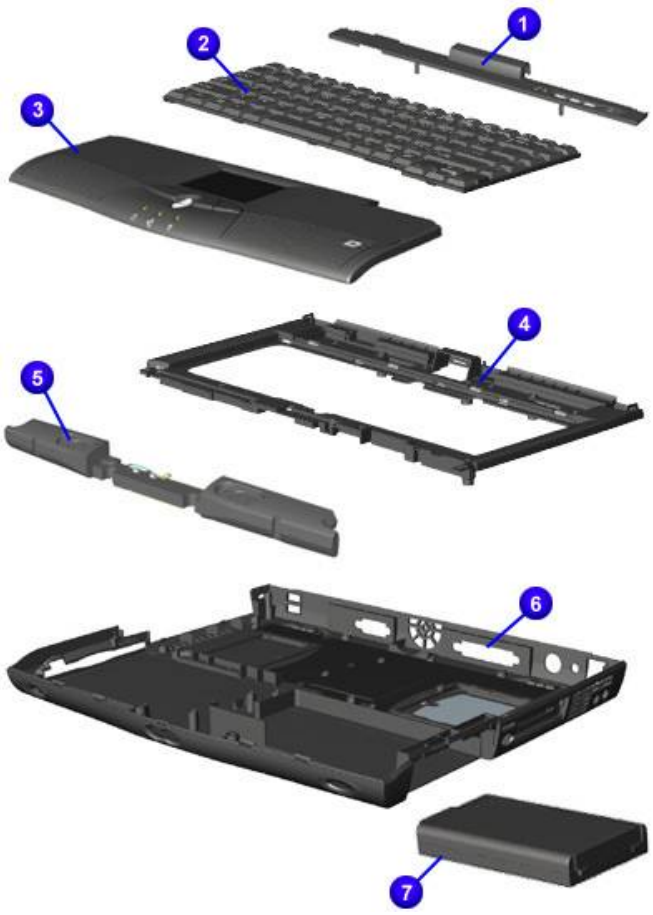
Presario 1200XL Series

Models: XL300, XL300A, and XL300B

System Unit



	Spare Part Items	Spare Part Number
1	Button Board Cover	Does part# exist.
2	Keyboard	222147-001
3	Palmrest with Touchpad Button Board	222137-001
4	Upper CPU Cover	222143-001
5	Speakers with Enclosure	222144-001
6	Enclosure Base	222134-001
7	Battery Packs Li-ion enhanced 3.2 Ahr Li-ion enhanced 3.6 Ahr Ni-MH enhanced 3.8 Ahr Ni-MH enhanced 4.5 Ahr	 222114-001 222117-001 222116-001 222115-001

To order parts, refer to #Page [133] this chapter.

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Presario 1200XL Series

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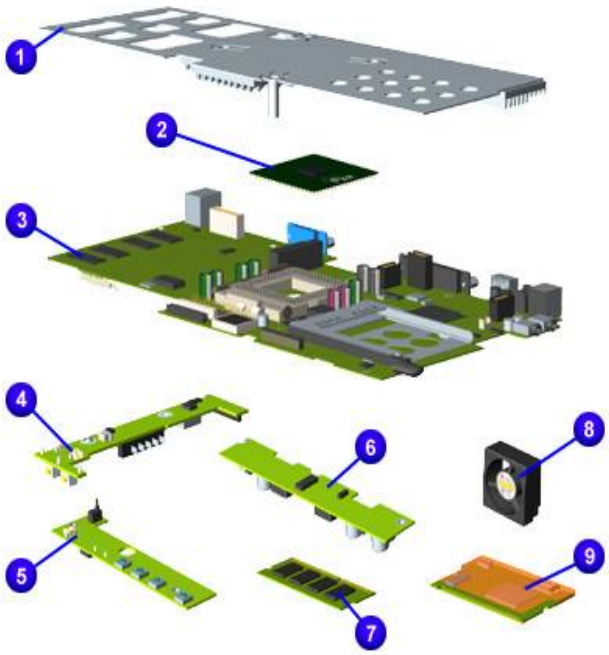
Boards



	Spare Part Items	Spare Part Number
1	Heat Spreader	222140-001
2	Processors CEL 600MHz CEL 633 MHz CEL 667 MHz PIII 650 MHz	 222119-001 222120-001 222121-001 222122-001
3	System Boards w/64 MB TFT w/64 MB DSTN w/32 MB TFT	 222109-001 222111-001 222108
4	Battery Charger Board	222132-001
5	LVDS Button Board	Does part# exist.
6	Power Supply or Voltage Board	222112-001
7	Memory	Does part# exist.
8	Fan Assembly	222139-001
9	Modems 56K Mini 3 US	 222152-001

To order parts, refer to #Page[133] this chapter.

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Display Assembly

Descritption	Spare Part Number
12.1 in. DSTN Display Panel	222150-001
12.1 in. TFT Display Panel	222148-001
13.0 in. DSTN Display Panel	222149-001
13.3 in. TFT Display Panel	222151-001

To order parts, refer to #Page#[133] this chapter.'

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Presario 1200XL Series
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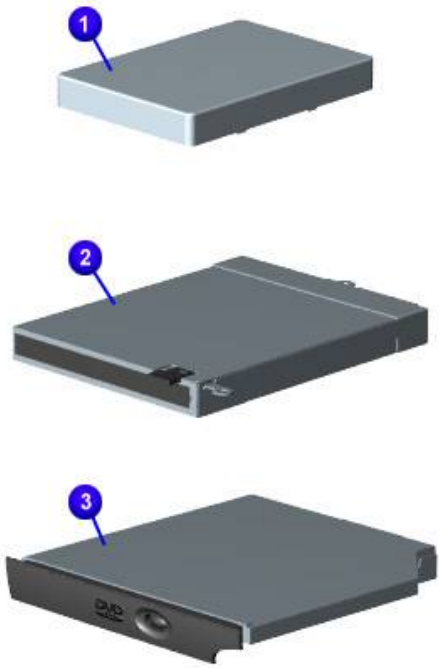
Mass-Storage Devices



	Spare Part Items	Spare Part Number
1	Hard Drive 5.0 GB 6.0 GB 10.0 GB	 222128-001 222126-001 222127-001
2	Diskette Drive	222125-001
3	8X DVD Drive 6X DVD Drive (Not Shown)	222123-001 222124-001
4	24X CD ROM Drive (Not Shown)	222118-001

To order parts, refer to #Page [133] this chapter.

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Presario 1200XL Series
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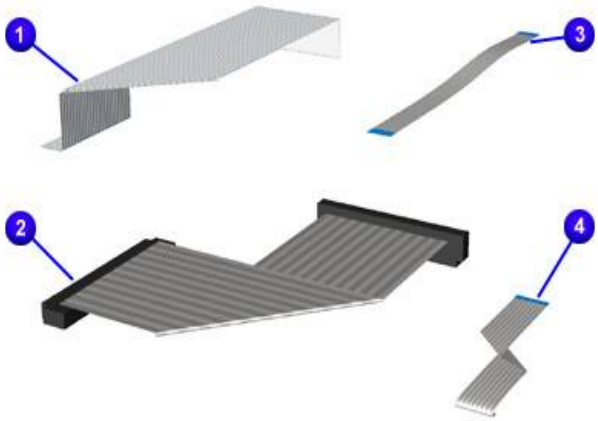
Miscellaneous Cables

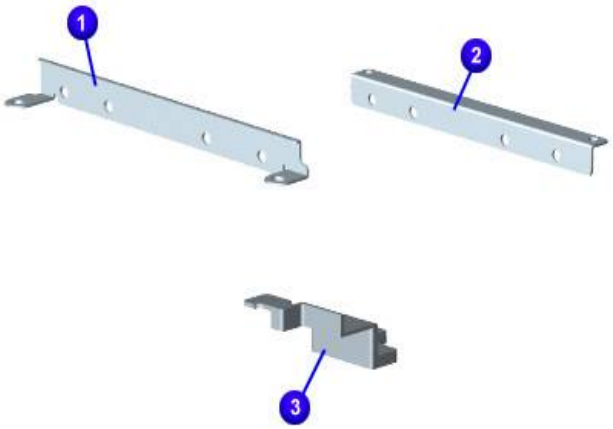


Spare Part Items		Spare Part Number
Miscellaneous Cable Kit*		222138-001
1	FFC FDD (Citizen) Cable	
2	Hard Drive Cable	
3	FFC TouchPad Board/M/B Cable	
4	FFC TouchPad Board/M/B Cable	

*Kit includes one each of the above items unless otherwise specified.

To order parts, refer to #Page# [133] this chapter.

Miscellaneous Hardware Kit



Spare Part Items		Spare Part Number
Miscellaneous Hardware Kit*		222136-001
1	Hard Drive Mounting Bracket (left)	
2	Hard Drive Mounting Bracket (right)	
3	Diskette Drive Retaining Bracket	

*Kit includes one each of the above items unless otherwise specified.

To order parts, refer to #Page# [133] this chapter.

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Presario 1200XL Series

Models: XL300, XL300A, and XL300B

Miscellaneous Parts

	Description	Spare Part Number
1	AC Adapter 60W SLIM 2-Wire	222113-001
2	AC Power Cords (Not Shown)	293831-001

To order parts, refer to #Page 133 in this chapter.

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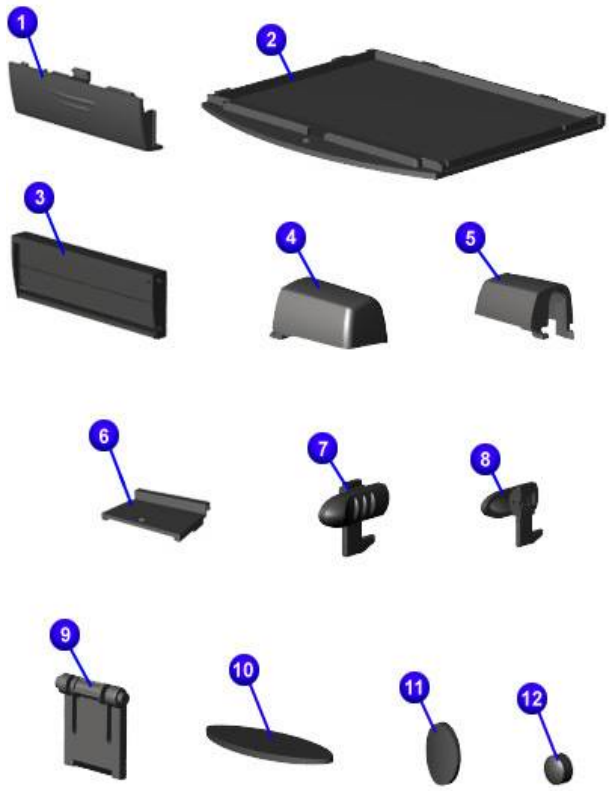
Presario 1200XL Series

Models: XL300, XL300A, and XL300B

Miscellaneous Plastics



Spare Part Items		Spare Part Number
Miscellaneous Plastics Kit*		222146-001
1	Battery Compartment Door (qty. 2)	
2	Memory Compartment Door	
3	PCMCIA Door	
4	Display Hinge Cover (right)	
5	Display Hinge Cover (left)	
6	Display Cable Cover	
7	Latch (left) (qty. 10)	
8	Latch (right) (qty. 10)	
9	Stand Foot (qty. 10)	
-	Rubber Foot (qty. 10)	
q	Rubber Plug (side mount for display) (qty. 10)	
w	Rubber Plug (qty. 10)	

*Kit includes one of the above unless otherwise specified.

To order parts, refer to #Parts[133] this chapter.

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Presario 1200XL Series
Models: XL300, XL300A, and XL300B

Spare Parts Not Shown

Parts Description	Spare Part Number
Miscellaneous Screw Kit	222145-001
Logo Kit	222135-001

Documentation and Software

Description
Quick Restore CD 1
Quick Restore CD 2
Beyond Setup Guide (BSG)
Quick Reference Guide
Quick Find for Windows North America, Latin America, Asia Pacific
QuickFind for Windows Europe, Middle East, Africa

QuickFind is updated monthly. To complete the QuickFind part number, add the suffix from the table below for the desired month. If you do not specify the 3-digit suffix, the default is the current month in which the order is placed.

QuickFind Part Numbr Suffix			
Suffix	Month	Suffix	Month
-001	January	-007	July
-002	February	-008	August
-003	March	-009	September
-004	April	-010	October
-005	May	-011	November
-006	June	-012	December

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Presario 1200XL Series
Models: XL300, XL300A, and XL300B

Configure-To-Order Features

Compaq Presario 1200XL Portable Computer Configure To Order Features		
Item	Description	Spare Part Number
Processors	TBD	TBD
System Memory	TBD	TBD
Diskette Drive	TBD	TBD
CD-ROM	TBD	TBD
Hard Drive	TBD	TBD
Miscellaneous	TBD	TBD
Software	TBD	TBD
Other CTO Options	TBD	TBD